**The Highfield Group**
Job Description

Customer Support Officer

**Document Control**

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# JOB DESCRIPTION

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| --- | --- |
| Job Title | Customer Support Officer |
| Responsible to | Customer Support Manager |
| Responsible for | N/A  |

# JOB PURPOSE

* To offer first class customer service and support to our customers.
* Work with our approved Centres to develop their business.
* Build and maintain a great relationship with your Centres and our regulators.
* Maintain a good understanding of our processes, products, and systems and to use that knowledge to assist your Centres.

# MAIN RESPONSIBILITIES

* Direct day to day liaison with your allocated Centres and those of your colleagues, building a positive rapport and long-lasting relationships.
* Providing assistance with queries that enable Highfield deliver a service that is second to none.
* Developing greater business opportunities for your Centre through excellent product knowledge and qualification understanding
* Review Centre spend on a regular basis in order to identify trends where spend may be falling.
* Fully understand Centre applications, including the provision of feedback to Centres that will enable them to make successful applications for center approval.
* Processing tutor applications to deliver qualifications.
* Full understanding and involvement of our administration processes to maintain accurate notes and records.
* A good understanding of the order processing system.
* To undertake visits to customers on occasion
* Adhere to all Service Level Agreements (SLAs).
* Adhere to all company policies.

# KEY COMPETENCIES

* To be IT literate and be able to use Highfield systems.
* Have good written and verbal communication.

# POST HOLDER’S OBLIGATIONS

To carry out their duties having full regard for “The Highfield Group Way of Working” (please see below).

To carry out their duties in accordance with the Highfield Group Diversity and Equality policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.

The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording and, if necessary, the dissemination of all relevant information.

To competently use all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook).

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

# THE HIGHFIELD GROUP WAY OF WORKING

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

# THE HIGHFIELD GROUP’S COMMITMENT TO YOU

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.