

Job Description

Post/Job Title:	DLHE (Destination of Leavers from Higher Education) Call Centre Operative
Location:	Talbot/Lansdowne Campus
Faculty/Support Service:	Student Services
Department/Section:	Careers & Employability
Normal hours per week: (Some flexibility will be required in order to ensure that key time scales and deadlines are met).	PTHP Variable – largely evening work.
Duration if temporary:	Specific collection period set Nationally: Typically Jan – March (8 weeks) May – June (8 weeks)
Grade:	2
Responsible to:	DLHE Call Centre Supervisor/ C&E Manager

Job Purpose

The post holder will play a pivotal role for the University in the collation of the annual DLHE survey information. This survey is conducted online and by telephone across two collection periods each year – Jan to March and May to June to establish the employment situation of BU leavers at a specific date, approximately 6 months post-graduation. This information is then fed back as part of the University's statutory returns requirements to HESA and used by the University itself.

Post holders will form part of a small team of evening telephone operatives in a call centre on University premises. Full training will be given and is mandatory before signing up to shifts.

Post holders must be current staff members or student ambassadors currently on the payroll.

Main Responsibilities

- At all times act professionally as an advocate and representative of Bournemouth University and provide excellent customer service
- Conduct telephone survey/interview in accordance with set questionnaire and training given; informing the graduate of the purpose and use of the survey
- Input appropriate data accurately and clearly onto system, providing additional comments as necessary to assist other callers if a repeat telephone call is required
- Answer graduates questions appropriately and give guidance for completion of the online questionnaire as appropriate
- Engage in appropriate conversation to elicit information required by HESA
- Register if the graduate is willing to be contacted again in 3 years' time as part of a follow up survey
- Assign the relevant Standard Occupation Classification for DLHE (SOC2010) to the graduate job role using the CASCOT software package
- E-sign and date your script for audit purposes
- Refer queries to the DLHE Call centre supervisor so that issues can be handled in an appropriate and seamless manner
- Undertake any clerical and post duties as directed by the DLHE Call Centre Supervisor or the C&E Manager

Dimensions

This is a part-time hourly paid contract, allowing you the flexibility to sign-up for work during call centre periods as and when it suits you following mandatory training. Shifts are managed on a first-come, first-served basis, and occasionally will include specific criteria.

Most shifts will be between 17.00 and 20.00hrs Monday to Friday during call centre periods but there may be opportunity to work some day shift if graduates need to be contacted outside of Europe.

You will receive communication from the C&E team identifying work opportunities. Payment is at a fixed hourly rate.

Challenges

- You will work with minimum supervision, will be required to use your initiative, and undertake decision making.
- Provide accurate and up to date information in a busy environment and without the need for repeat calls to the same graduate.
- Understanding the limits of own expertise/training and exercising judgment on when to refer to the supervisor.
- Exercising tact, diplomacy and sensitivity in dealing with and collating information from all service users.
- Comply with data protection issues and confidentiality.
- Ensuring the experience of those that you speak to is one of 'service excellence'.
- Maintaining a positive, professional and receptive manner.

Contacts

Internal: DLHE Call Centre Supervisor, C&E Manager, other BU staff and Student Ambassadors working as part of the DLHE Call Centre team.

External: Graduates, parents, other relatives/contacts living at graduates address and answering telephone.

Additional Information

NB: The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

All employees have an obligation to be aware of the Universities Environmental Policy, Carbon Management Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmental responsible manner.

May 2016



Person Specification

Post / Job Title: DLHE Call Centre Operative Post No:	
Faculty/ Service: Student Services/Careers & Employability Date: May 2016	
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
BU staff member or student ambassador on current payroll	E
Ability to deal with wide cross section of personnel – general public, staff and graduates	E
Proven receptionist experience, ideally gained in a customer service and/or higher education environment	D
IT literacy	E
Understanding of the issues of client confidentiality and data protection issues	D
Understanding of diversity issues	D
Knowledge of switchboard operations	D
Experience in arranging and attending meetings with administration and senior staff	D
Skills	
Good IT Skills – Word/Excel/Microsoft Office including the ability to input, update and maintain appropriate records	E

Ability to effectively operate a phone system	E
Excellent interpersonal skills with ability to prioritise information needed	E
Good verbal communication skills e.g. answering phone, dealing with face to face enquiries	E
Good attention to detail	E
Ability to work/prioritise/make decisions effectively under pressure in a team or individually as required	E
Attributes	
Professional manner	E
Able to work on own initiative	E
Demonstrable understanding of boundaries and when to refer queries on	E
Able to represent the University professionally and positively	E
Committed to offering a high level of customer care	E
Appreciation and understanding of situations requiring tact, diplomacy and discretion	E
Demonstrates an approachable manner	E
Flexible work approach and able to meet the shift working requirements of the role	E