

Job Description

Post/Job Title:	Confirmation & Clearing Call Centre Operative
Location:	Talbot/Lansdowne Campus
Faculty/Support Service:	Student Services/Marketing & Communications/Academic Services
Department/Section:	Frontline Services/Recruitment
Normal hours per week:	PTHP Variable – weekday, evening and/or weekend work as required to meet the demands of the short-term call centre requirements. (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Duration if temporary:	Specific set date nationally: Normally from mid August for 4 -9 days
Grade:	
Responsible to:	Call Centre Manager

Job Purpose

The post holder will play an important role for the University in providing first line enquiry handling for prospective/new students calling during the confirmation and clearing period to confirm their place, enquire about availability of places that may be available through clearing and/or with queries relating to the accommodation booking process.

Post holders will form part of a team of telephone operatives in a call centre on University premises. Full training will be given and is mandatory before operatives can cover shifts.

Post holders must be staff members currently on the payroll.

Main Responsibilities

- Attend compulsory training session prior to covering shifts in the call centre
- At all times act professionally as an advocate and representative of Bournemouth University and provide excellent customer service
- Answer enquiries professionally and accurately within the context of the specific enquiry strand (clearing/confirmation or accommodation) and in line with the training provided.
- Ensure any data input onto university systems (eg SITS/SID/StarRez) is entered accurately and clearly onto system.
- Refer complex queries to the Call Centre Manager/Supervisor so that any issues can be handled in an appropriate and seamless manner

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 around availability and will occasionally include specific criteria.

Shifts may start as early as 0600am and late shifts will end as late as 0800pm during call centre operating periods.

Work opportunities are identified and communicated by the lead for each enquiry strand (recruitment is separately handled for each team requiring call centre operatives i.e., Clearing (M&C), Confirmation (AS) and Accommodation (SS)). Payment is at a fixed hourly rate for hours worked beyond in excess of your normal working day.

Challenges

- You will be required to use your initiative, and undertake decision making within the boundaries of the training provided.
- You must provide accurate and up to date information in a very busy environment.
- You will need to exercise tact, diplomacy and sensitivity.
- You will need to stay calm and professional at all times in a high energy environment and when handling calls from enquirers who may be unhappy or upset with their situation.
- You will need to understand the limits of your own expertise/training and exercise judgment on when to refer to the call centre manager/supervisor.
- You must comply with data protection and confidentiality at all times.

Contacts

Internal: Call Centre Supervisor/Manager, other BU staff working as part of the Call Centre team.

External: Prospective students or applicants who have newly confirmed their place at BU, their relatives or other representatives or agents.

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.

June 2018



Person Specification

Post / Job Title: Confirmation & Clearing Call Centre Operative Post No:	
Faculty/ Service: M&C/AS/SS Date: June 2017	
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Employee of Bournemouth University with a demonstrable basic understanding of the university application process and BU's accommodation provision.	E
Proven customer service experience	D
Understanding of the issues of client confidentiality and data protection	E
Understanding of diversity	D
Knowledge of telephone call handling operations	D
Skills	
Good IT Skills – familiarity with Microsoft Office applications and the ability to quickly assimilate the skills required to accurately and effectively handle enquiries in a variety of University systems as appropriate (e.g., SITS, CCC, SID, StarRez)	E
Ability to effectively operate a phone system	E
Excellent interpersonal skills with ability to prioritise information needed	E
Excellent verbal communication skills when e.g. answering phone, dealing with face to face enquiries	E
Evidences 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
Ability to work effectively in a busy customer-facing and/or advisory role	E
Demonstrable understanding of boundaries and own limitations of knowledge/ expertise and when to refer queries on	E
Able to represent the University professionally and positively at all times	E
Committed to offering service excellence	E
Appreciation and understanding of situations requiring tact, diplomacy and sensitivity	E
Demonstrates an approachable manner	E
Flexible work approach and able to meet the shift working requirements of the role	E