

**Job Title:** Customer Support Assistant  
**Location:** Fort Dunlop, Birmingham  
**Working Hours:** 37 hours a week  
**Working Pattern:** Office-based, 8:30 – 5:00 Mon-Thurs. 8:30 – 4:30 Fri  
**Salary:** £20,000 - £23,000 per annum depending on experience

Vocational Training Charitable Trust (VTCT) is a specialist awarding organisation (AO) and current market leader in the Hair and Beauty sectors. Launched in 1962, it offers vocational and technical qualifications, including apprenticeships, in a range of service sectors. We work with several other brands under the VTCT umbrella, Skillsfirst, supporting the Early Years, Business and Management and Health and Social Care sectors and iTEC, our premium brand taking the organisation to a global field.

We are always looking out for exceptional talent to join us; so if you are passionate about education and want to work in a vibrant environment with people who believe in our mission to advance education for the public benefit, please apply and support our charitable objective; the advancement of education in the UK and internationally.

The Customer Support Assistant provides office services relating to customer service and administration tasks supporting business operations, ensuring excellent customer service levels are achieved. This is a great role for a strong communicator who enjoys building and maintaining working relationships.

Our core values can be found on our website: [https://www.vtct.org.uk/wp-content/uploads/2022/05/Strategy-2021\\_v0.25-FINAL-1.pdf](https://www.vtct.org.uk/wp-content/uploads/2022/05/Strategy-2021_v0.25-FINAL-1.pdf)

**Benefits** *(Please enquire if you would like more information about these before you apply):*

- 26 days annual leave, rising to 27 after 2 years. With an extra day for your birthday
- Life assurance 4\* salary
- Enhanced sick pay benefits and enhanced pension contributions
- Retail discount offers
- Cycle to work scheme
- Employee assistance programme
- Wellbeing initiatives and support
- A vibrant array of social opportunities
- Parking on site, free tea and coffee and free fruit!
- Healthcare services worth up to £1,400 and access to 24/7 GP services
- Regular massages for office staff
- Wide array of training and development opportunities.

**Principal Responsibilities include** *(Full job description is available upon request):*

- Reception duties including the effective running of meeting rooms, room bookings, preparing delegate packs, lunch orders, the provision of additional refreshments on the day, and the maintenance of rooms at the end of meetings
- Effective management of customer enquiries via phone and customer service email account
- General administration/data entry; registration/certification process; transfers, withdrawals, name changes, replacement/duplicate certificate requests, learner merges, reasonable adjustments
- Process, validate and rectify errors within the internal database and other electronic records
- Support the dispatch of paper-based exams
- Carry out administrative duties to support the proctoring process as well as supporting live exam sessions
- Conduct proctoring when required
- Maintain office equipment i.e. photocopier, telephones, printers etc. and ensure adequate supply of stationary

**Essential Criteria** *(as part of our commitment to support people with disabilities, anyone with a registered disability who meets this criteria will be offered an interview. Please make us aware if this applies to you):*

- 2 years' experience working in customer service/administration
- Level 2 Customer Service/Business Admin qualification or equivalent
- Minimum Level 2 Maths and English or equivalent.
- Ability to work well under pressure
- Excellent written and verbal communication skills, with the ability to adapt communication style when liaising with customers or colleagues
- Great attention to detail
- Ability to think ahead to anticipate expectations of customers and support the smooth running of the business

Please submit your CV and a covering letter (optional) to [recruitment@vtct.org.uk](mailto:recruitment@vtct.org.uk) to start the application process. Once you have applied, we will get in touch after the advertising has closed let you know if you have been shortlisted for interview. If you are not contacted after this time you should assume you were not successful this time; we cannot give feedback on this due to the volume of applications.

**Application closing date:** 5<sup>th</sup> September 2022

**Interviews for this role are ongoing throughout the application timeframe and beyond**

We reserve the right to close this advertisement early if we receive a high volume of suitable applications.

The group of VTCT companies includes: the charity VTCT through which main Board business and governance is transacted; Skillfirst; and EMS Ltd, t/a ITEC, a wholly owned trading subsidiary of VTCT.