

**Job Title:** Systems Customer Support Associate  
**Location:** Aspire House  
**Working Hours:** 37 hours per week  
**Working Pattern:** Hybrid working available after probation (3 months)  
Job sharing and other arrangements may be considered  
**Salary:** £24,965 per annum

Vocational Training Charitable Trust (VTCT) is the UK's market-leading specialist vocational and technical Awarding Organisation (AO) and End-Point Assessment Organisation (EPAO) for hair, beauty, aesthetics and complementary therapies as well as a number of qualifications in sports therapy, fitness, and learning and development. Our qualifications are delivered under three brands: VTCT, iTEC and Skillsfirst, covering over 2,500 centres worldwide with over 120,000 learners and apprentices every year.

We are an equal opportunities employer 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 Associate is a vital member of the VTCT team, as well as supporting the team by handling customer queries this position takes a preventative method to customer support through providing training sessions on the VTCT system. The right candidate will have a passion for the industry and an analytical approach in order to support people through the systems they themselves will learn through on-the-job training.

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
- Flexible working arrangements
- 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
- Free parking, 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 including complete on-the-job training during probation.

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

- Act as first point of contact for all inbound VTCT centre and learner enquiries, email and calls
- Where appropriate, resolve enquiries at first point of contact
- Where appropriate, signpost enquiries to 2<sup>nd</sup> line support
- Process customer login requests/issues
- Conduct customer system on-boarding sessions
- Conduct customer system training sessions
- Support creation and maintenance of system support guidance
- Maintain a specialist knowledge base of VTCT systems and processes
- Track enquiries to spot areas for improvement
- Where appropriate, inform customers of products available to them

**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):*

- Educated to Level 3 standard (A Level/NVQ3 or equivalent)
- 3 years' experience working in customer support dealing with 1<sup>st</sup> line system support queries
- Excellent attention to detail to ensure the collection and delivery of accurate information
- Excellent communication skills to handle challenging conversations and giving stakeholders the best customer service experience
- Ability to work on own initiative, with minimal supervision when required
- Flexibility in approach in order to work towards deadlines and handle multiple changing priorities
- Good understanding of Microsoft Office 365 products

**Desirable Criteria:**

- IT qualification, or equivalent experience (Level 2 general or Level 3 in specialist area)

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 to 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:** 21<sup>st</sup> November 2022

**Interview Dates:** 28<sup>th</sup> and 29<sup>th</sup> November 2022

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.