

Job Title: Customer Support Associate
Location: Aspire House, Eastleigh, SO50 9PX
Working Hours: 37 hours per week, 6-month Temporary Contract as Maternity Cover
Working Pattern: Office based.
Salary: £27,881 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). Please go to our website www.vtct.org.uk for more information.

As a diversity-sensitive employer, we are always looking out for exceptional talent to join us from a wide range of backgrounds; 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 objectives.

The Customer Support Associate is a vital member of the VTCT team, handling all external customer queries. This position requires a skilled mind to support the ongoing relationships we have with customers and stakeholders. The right candidate will need someone with keen skills who can deliver complex and specialist information that is learnt through on-the-job training.

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 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

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 and within SLA
- Where appropriate, escalate enquiries to the relevant department
- Maintain a specialist knowledge base of VTCT qualifications and processes
- Maintain a specialist knowledge base of learner systems and processes
- Track enquiries to spot areas for improvement
- Process payments
- Complete and dispatch product orders
- 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 the below 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)
- 2 years' experience working in a range of different customer support environments
- Excellent attention to detail to ensure the collection and delivery of accurate information
- Excellent communication skills to handle challenging conversations, and give stakeholders the best customer service experience
- Ability to work on own initiative, with minimal supervision when required
- Flexibility in approach to work towards deadlines and handle multiple changing priorities
- Good understanding of Microsoft Office 365 products

Please submit your CV and a covering letter (optional) to recruitment@vtct.org.uk to start the application process. We'll get in touch after the advertising has closed let you know if you have been shortlisted for an interview. If you are not contacted after this time, you should assume you were not successful this time.

Application closing date: 20th September 2024

Interviews may be conducted in the office, but online options are available.