



Employer

I T C

Learning Provider

Bedford College

Vacancy Description

To provide the first source of advice and information to ITC students and potential students. To carry out the tasks associated with the effective administration of ITC courses in accordance with the ITC's policies and regulations. To maintain the student records and to provide a high level of customer service to the ITC's students. Support to the Customer Service Manager.

Key Areas of Responsibility

(Rotated)

- Collect, sort and distributed personally addressed mail
- Code all orders received in the post and allocate between admin team
- Answer any non addressed admin mail
- Answer incoming calls within 3 rings and transfer calls to relevant person
- Deal with general student telephone queries and update Concept Contact History where appropriate
- Itslaw emails – answer general emails and forward more specialised emails to relevant person in the group
- Process orders including student registrations
- Register students and deal with payment via personal instalment plan, employer sponsorship or payment by third party
- Process sales orders for learning materials
- Balance and cross check batches before passing to Accounts Team
- Print invoices and packing documentation for despatch department

- Filing – All relevant paperwork
- Assist with general mailings, updates and tutor reference forms

Key Areas of Responsibility

(Shared)

- Administration of studyexercise in inbox.
- Induction/Skill Workshop Administration
- Tutor Claims.

Customer Service

- Deliver a high level of customer service in both written and verbal communication
- Deliver customer service in line with Customer Service Standards

Other Areas

- Undertake training consistent with developing skills relevant to those duties and responsibilities of the role.
- Undertake any other duties of a similar level and responsibility as may be required from time to time.

Key Details

Vacancy Title Trainee Customer Advisor

Employer I T C

Employer Description

ITC is the distance learning arm of the Institute of Legal Executives and primarily provides training to those wishing to become Legal Executives. It also provides bespoke distance learning and face to face tuition to for companies and government departments.

Web Site www.ilex-tutorial.ac.uk

Vacancy Location College House
Manor Drive
Kempston

Bedford
Bedfordshire
MK42 7AB

Working Week 8.45 to 5.00 Mon to Thurs 9.00 to 4:00
Fri

Weekly Wage £ 91.00

Number of Vacancies 1

**Small Employer Wage
Incentive**

Vacancy Reference Number VAC000134867

Key Dates

**Closing Date For
Applications** 17/02/2012

Interview Begin From 20/02/2012

Possible Start Date 05/03/2012

Training

Training to be Provided

NVQ in Business and Administration to be completed in the workplace through on the job training.

Day release to College to complete Tech Cert and Functional Skills if required.

Learning Provider Bedford College

Learning Provider Description

Bedford College is one of the most successful Further Education colleges in the UK, with training and courses in a range of subjects and vocational

areas. As a Bedford College Apprentice you'll get paid while you train in the industry of your choice, and in a few years you'll be qualified to find a well paid job that you love. At Bedford College we offer Apprenticeships in a wide range of professions and skills areas, meaning that you can learn industry techniques no matter what your passion. Brickwork, Carpentry, Site & Bench Joinery, Catering, Children's Care, Learning & Development, Electrotechnical Installation, Engineering, Hairdressing, Health and Social Care, IT Systems Support, IT Users, Motor Vehicle Skills, Painting & Decorating, Plumbing,

Contact Details

Information regarding vacancy contact
- 01234 291027

Vacancy Type

Advanced Level Apprenticeship

Apprenticeship Framework

Business and Administration (CFA)

This Learning Provider does not yet have a sector success rate for this type of apprenticeship training.

Expected Duration

2 years

Skills Required
Essential

- Good interpersonal skills with the ability to develop and maintain effective professional internal and external relationships.
- Excellent time management skills with the ability to take

responsibility for own workload and meeting tight deadlines.

- Experience of working effectively and efficiently both individually and within a team.
- Sound administrative skills with good keyboard skills with a high level of expertise in Word and Excel
- Excellent communication skills with an emphasis on concise and accurate comprehension, and written skills.
- Educated to GCSE standard or equivalent in English Language – minimum Grade B and Mathematics – minimum Grade C.
- Able to demonstrate an understanding of customer service excellence in both written and verbal communication

Desirable

- Knowledge of the law or legal practice
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Qualifications Required

Educated to GCSE standard or equivalent in English Language – minimum Grade B and Mathematics – minimum Grade C.

Personal Qualities

Behaviour Competencies

Positive Disposition Meets challenges and seeks long-term improvement. Displays a can do attitude.

Analytical Looks objectively at situations and assesses alternatives before coming up with solutions.

Innovation Identifies and exploits opportunities.

Able to identify problems or alternative methods of working and puts forward ideas for improvement or cost reduction.

Flexibility Is open to the benefits of change, embraces new ideas and not inappropriately rigid about their role.

Equality and Diversity Awareness Able to demonstrate respect and understanding of a range of attitudes and beliefs and how these contribute to the success of the organisation.

Self Awareness Understanding oneself to better understand and relate to others. Awareness of own strengths and weaknesses.
Team working Co-operates to meet team goals, willing to help others and shares ideas.

Commercial Awareness Able to think ahead and identify opportunities to generate income, and contribute to the efficiency and well being of the organisation.

Future Prospects

Opportunity to undertake further training including ILEX modules.
