

Job Description

Job Title: Support Desk Customer Advisor

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible, in partnership with Local Authorities in England and Wales, the Student Awards Agency for Scotland, the Education and Library boards in Northern Ireland, the Higher Education Institutions and HM Revenue & Customs, for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

Partner Service Support Desk handle inbound telephone calls and inbound emails from our partners at HEP and FE Providers.

The Support Desk act as a primary contact for HEP (Higher Education Providers) and FE (Further Education Providers) providers with regards to general advice ,best practice and future developments, also taking on additional admin tasks at the request of our Account Managers

Grade: G2

Reporting to:

Partner Services Service Line Team Leader

Budget Responsibility: N/A

Line Management Responsibility: N/A

Job Purpose:

To provide assistance to partners through the resolution of enquires, providing professional and courteous level of contact response and action initiation service. Working accurately to ensure any forms, reports or tasks are completed in accordance with department instructions and within set timescales. Areas of work include all incoming and outgoing contact with HE and FE providers, and Awarding bodies (ELBs, NHS, DWP, SAAS), by phone, email or action list. Associated tasks from these contacts include all activity on HEP and FE portals.

As a member of the Team:

- Forming a direct, collaborative relationship with internal stakeholders
- Sharing experiences and reported problems and solutions to enable a consistent service
- Contributing to team performance and continuous improvement, achieving excellent attendance records and participating in additional tasks and planning

Key responsibilities:

- Provide contact support to HEIs, FE LPs, ELBs and other stakeholders
- Answering incoming calls and emails from stakeholders to service standards for accuracy, timeliness and completeness
- On occasion outbound campaigns to partner organisations to trigger actions and problem resolution tasks
- Generate tasks and actions to Account Managers and Processing staff with clear articulation of problems
- All calls to be managed in a professional and courteous manner, ensuring that agreed targets are achieved, quality standards are met and that our goal of achieving the best possible service is maintained
- Ensure all administration tasks are completed effectively, accurately and within timescales set for the department
- Clarify and register system problems
- Contribute to the development initiatives of interactions with partners e.g. continuous process improvement, taking part in training initiatives, etc

Key Outputs:

- Right first time resolution to contacts and enquiries
- Consistent solutions and responses to queries in adherence with business roles and guidelines
- Satisfied business customers with fulfilled service enquiries
- Records of actions
- Systems updated to reflect contact solutions

Knowledge, Skills and Experience:

- Experience of handling inbound/outbound telephone calls
- Experience at dealing with organisations as customers
- Experienced at using a customer account-based data processing and transactions system with user interfaces
- Standard grade English, Maths Grade 3 or equivalent
- Ability to interpret system, data and procedural issues and articulate relevant solutions
- Strong written communication skills
- Professional phone manner and good verbal communication skills
- Experience of working in a busy customer service administration department
- Demonstrate the ability to work effectively, accurately and within set timescales
- Conversant with L/Notes, MS Excel & Word
- Ability to work for periods with direct supervision, making judgements using own experience and precedents

