

JOB DESCRIPTION

JOB TITLE	Customer Services Coordinator
TYPE OF CONTRACT	Fixed-term, full-time
DURATION OF CONTRACT	We are looking for someone to start immediately and this contract will conclude on 31 January 2024
RESPONSIBLE TO	Examinations Quality & Compliance Manager
GRADE AND SALARY	Grade 2 £23,498 - £26,448 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	35 hours per week; Monday to Friday (9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS INTERNAL EXTERNAL	Head of Examinations, Examinations Quality & Compliance Manager, Qualifications Manager, Qualifications Officer, Chief Examiner, Operations Service Manager, Deputy Operations Service Manager, Examinations Team Leaders (UK Private, Public, ROA & International), Customer Services & Complaints Officers, Examinations Coordinators, Partnerships & Relationships Manager, Human Resources Examinations UK & International Customers (Centres, Teachers, Parents, Learners), International Representatives, Examiner Panel (+200)
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations

(3) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
(5) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(6) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(7) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home

JOB PURPOSE

To ensure that all customer queries and communications are dealt with in a timely and professional manner in order to meet the business objectives of Examinations and, ultimately, of LAMDA Limited.

DUTIES AND RESPONSIBILITIES

- To answer the telephone calls into the LAMDA Examinations office professionally
- To attempt to resolve queries presented by customers calling the LAMDA Examinations main phone line
- Where it is not possible to resolve the query personally, to ensure the appropriate person is found and transferred to the call, or if not readily available to take the call, a Freshdesk ticket is raised to assign a call back to the relevant person
- To assign tickets that come in from customers via the Freshdesk email or ticket system to the relevant person, providing notes on any background information that would be relevant to support resolution
- To answer general written and telephone queries from customers regarding LAMDA's Policies and Procedures
- To handle queries and informal complaints, in line with LAMDA standards, policies and procedures, where outcomes are straightforward
- To escalate queries or complaints where there are complexities that require additional knowledge, expertise or authorisation
- To support the lead on Complaints, Enquiry About Results and Appeals cases as required and as directed
- To undertake general duties such as filing, photocopying, administration of departmental post to support the LAMDA Exams Department
- To support the daily operations of the Customer Service Team and the wider LAMDA Exams team as requested and required by Customer Service Officers, Quality and Compliance Officers and line manager

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Strong oral and written communication skills, and numeracy skills</p> <p>Excellent customer service skills</p> <p>Good organisational skills</p> <p>Excellent interpersonal skills</p> <p>Solid problem-solving skills</p> <p>Ability to show initiative in line with the limitations of the role and when to escalate issues and cases for authorisation</p> <p>Ability to manage time and prioritise tasks and to work to deadlines</p>	<p>Qualifications in Customer Services Administration</p>	<p>CV/Cover letter/ Interview</p>
KNOWLEDGE	<p>Good knowledge of IT systems</p>	<p>Knowledge of Customer Relationship Management systems</p>	<p>CV/Cover letter/ Interview</p>
EXPERIENCE	<p>Previous experience in a customer facing role</p> <p>Previous administrative experience</p>	<p>Experience of working in an educational environment or in a regulated environment</p>	<p>CV/Cover letter/ Interview</p>
QUALIFICATIONS	<p>Minimum 'A' Level Standard or equivalent</p>		<p>Certificates (If applicable)</p>
QUALITIES	<p>Flexible and adaptable</p> <p>Good team work ethic</p> <p>Positive approach to taking feedback and direction</p> <p>Positive approach to working within specified boundaries, rules and regulations</p> <p>Work under pressure and a positive approach to problem solving</p>		<p>CV/Cover letter/ Interview</p>

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication. LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019 and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six-degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumnus Benedict Cumberbatch was appointed the Academy's President.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.