

# Customer Experience Partner

## Basic information

**Scale:** 1

**Job family:** External and Customer Services

**Terms:** Permanent or Fixed Term

**Location:** Cheltenham

**Reports to:** Team Manager

**Direct Reports:** N/A

**Team:** Customer Experience Center

**Business unit:** Operations

**Date reviewed:** July 2020



## Job purpose:

The Customer Experience Partner provides clear, efficient, accurate, engaging, and emotionally aware information to our customers, to guide and support them through the appropriate contact channel to meet their needs. They alert team managers to any risks in process or emerging contact trends that may impact the core service offering of the business, or core UCAS products.

## Key duties and responsibilities:

- Responsible for the resolution of customer enquiries and first level complaints within the metrics set out by the quality of service framework.
- Responsible for the delivery of exemplary customer experience at all times and the customer perceptions of UCAS at the conclusion of each contact/interaction, regardless of channel.
- Accountable for keeping all admissions scheme/cycle product/technical and system knowledge up-to-date through attendance and proactive participation in appropriate training, briefings, etc.
- Responsible for feeding into customer experience innovations that improve or enhance the customer experience.
- Acting as an ambassador for UCAS through the positive adoption and display of brand values at all times.
- Adherence to company policies and admissions procedures at all times.
- Responsible for fulfilling the duties of UCAS experts at exhibitions as required/requested.

## Accountabilities:

**Financial authorities:**

- Take credit/debit card payments up to the value of £250.

**Non-financial authorities:**

- 'Buddying' new starters as requested by your Team Manager.

**Primary customers/stakeholders:****Internal**

- Admissions services teams (including ABL Team, Verification Team, and Data Collection Team).
- Customer Experience and Marketing teams (including web/digital/online, communications, relationship management, etc).
- IT teams (including Service Delivery Team and Service Assurance Team).

**External stakeholders**

- Higher education providers
- Schools
- Applicants
- Parents/guardians
- International admissions agents

**Skills, qualifications, and experience:**

- High level of literacy and numeracy.
- Ability to communicate effectively at all levels.
- Excellent telephone manner.
- Previous customer service experience strongly desirable.
- Strong problem-solving skills.
- Good working knowledge of Microsoft Office programmes.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

**Our values in action:**

**Customer-focused** – We understand what our customers want, and we act on their changing needs.

**Collaborative** – We collectively create an engaging and positive work environment.

**Accountable** – We take ownership of our individual and organisational performance.

**Service excellence** – We realise, grow, and maximise our potential.

**Trusted** – Individuals are trusted to make informed decisions and take appropriate risks.