

Job Description

Job Title	Integrated Customer Services Assistant		
Directorate or Region	EU Europe	Department/Country	Integrated Customer Services Warsaw / Poland
Location of post	Warsaw, Poland	Pay Band	J
Reports to	Integrated Customer Services Co-ordinator	Duration of job	Initially 1 year (with the possibility to extend)

Purpose of job:

To deliver a high quality efficient and welcoming integrated service for British Council external and internal customers, in line with Corporate Customer Service Standards and the Service Level Agreement which meets customers' needs and enables British Council to achieve its Customer Service and Sales objectives. To project a professional image of British Council by providing a high quality, welcoming and efficient integrated service.

Context and environment: (e.g. dept description, region description, organogram)

Based in Warsaw, Poland and working in the Integrated Customer Services Team, providing front – line customer service for English Teaching Centre and Examination Services customers to the extent and standards specified in the Service Level Agreement for ICS. The ICS Team is a group of Customer Services Assistants led by Integrated Customer Services Manager.

Accountabilities, responsibilities and main duties:

(including people management and finance)

- To deliver professional customer service to both internal and external customers at various areas of the Customer Service department, including Front Desk, Call Centre and back office;
- To deal with customer enquiries about services provided by the British Council for general public by phone, e-mails, face-to face and social media, in accordance with set quality standards (Service Level Agreement) and Equal Opportunities and Diversity policy (ca. 35% of all duties & responsibilities).
- To deal with English courses and Exams customer services delivery including registration processes and payments, in accordance with customer needs and in line with internal policies, Customer Service Corporate standards and Service Level Agreement for ICS Warsaw (ca. 45% of all duties & responsibilities).
- Pro-actively cross-sell and promote the British Council services to enquirers;
- To receive and handle British Council revenue by credit card and on-line payments;
- To act accordingly on customer feedbacks by making clear notes on an enquiry/complaint, channelling them to relevant members of staff and by ensuring the answer is given on time;
- To provide back office and admin support as per specifications outlined in SLA
- To attend relevant training sessions and presentations to keep up to date with developments in the organisation and in the area of customer services., to read web site regularly, communicate to colleagues to ensure an excellent knowledge of all British Council products and their updates.

Key relationships:

(include internal and external)

Key internal stakeholders will include: Teaching Centre CS Manager, Exams Operations Manager
Other relationships will include all British Council staff in Poland.

Key external relationships will include: British Council customers, both private and institutional.

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Work on shifts basis including weekends

Please specify any
passport/visa and/or
nationality requirement.

Right to work in Poland.

Please indicate if any security
or legal checks are required
for this role.

No

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	Working Together Level: Essential Establishing a genuinely common goal with others.		Interview/ performance assessment
	Connecting with Others Level: Essential Making regular opportunities to understand others better.		Interview/ performance assessment
	Making it Happen Level: Essential Delivering clear results for the British Council.		Interview/ performance assessment
	Being Accountable Level: Essential Delivering my best work in order to meet my commitments.		Interview/ performance assessment
	Shaping the Future Level: Essential Looking for ways in which we can do things better.		Performance assessment only

	Creating Shared Purpose Level: Essential Communicating an engaging picture of how we can work together.		Performance assessment only
Skills and Knowledge	Communicating and Influencing – level 1 Communicates clearly and effectively Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.		Short listing & interview
	Using Technology – level 1 Operates as a basic user of information systems, digital and office technology Able to use office software and British Council systems to do the job and manage documents or processes.		Short listing
	Planning and organising level 1 Is methodical Able to plan own work over short timescales for routine or familiar tasks and processes.		Short listing & Interview
		Managing finance and resources Level 2 Uses financial systems and processes Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.	Short listing
	Analysing data and problems level 1 Is systematic Breaks down problems into a list of tasks to be done and decides on appropriate action.		Interview
	Managing accounts and partnerships level 2 Works with stakeholders and partners Communicates regularly with diverse		Shortlisting

	stakeholders, customers and/or partners to build mutual understanding and trust.		
Experience	Experience in a role where dealing with external customers is a key part of the role.		Short listing & Interview
Qualifications	Ability to operate in Polish and English (both written and spoken) at a business level (equivalent to CEF level B2 or IELTS 5.5 or higher).	<p>Has undertaken training in Customer Care.</p> <p>Has undertaken soft skills training and/or is able to provide evidence of soft skills use and awareness.</p>	<p>Short listing & Interview</p> <p>Short listing</p> <p>Short listing</p>

Submitted by	Cezary Cichowicz	Date	February 2018
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