



CUSTOMER SERVICE ADVISOR

Job Description and Person Specification

Location:	Maidstone, Kent.
Line manager:	Customer Services Manager
Hours of work:	This is a full time post. The working week is 37 hours.
Remuneration:	Salary £17,316 - £21,630 plus a pension contribution of up to 3% of salary. The holiday entitlement for this post is 22 days per year, rising by one day per year to a maximum of 27 days, pro rata for part time staff. This entitlement is in addition to statutory bank holidays and three additional days' leave at Christmas
Closing Date:	Monday 7 January, 2019 at midday.
Interview Date:	Tuesday 15 January, 2019
Application process:	Return completed application and Equality & Diversity form to: recruitment@kent-music.com
Start Date:	As soon as possible

1. About the role

Kent Music's Customer Service Advisors are responsible for setting up tuition for teachers, schools and students all over Kent. You will be assisting with a variety of customer based queries, mainly relating to student tuition. Candidates will need to have previous experience of providing a quick turnaround of customer queries and being able to relay accurate information between teachers, parents and internal departments.

2. About Kent Music

Kent Music is an education charity that develops musical opportunities to support the aspirations of children, young people, adults and teachers in Kent.

It does this through the provision of instrumental & vocal tuition in schools, music groups, music centres and programmes in local areas and advanced level programmes such as the County Youth Orchestra, County Choirs & Wind Orchestra and the annual Kent Music Summer School.

As the lead partner for the Music Education Hub funded by Arts Council England, Kent Music works closely with partners and schools to develop and deliver comprehensive music education provision across the county.

The charity has developed a set of values that drive its work:

- Anticipating, valuing and supporting diversity and difference
- Maintaining high expectations for all learners and staff
- Understanding the needs of children and young people
- Reducing barriers to engagement
- Keeping creativity at the heart of our thinking
- Embracing openness, collaboration and partnership

3. Job Description

- 3.1 Provide a first point of contact for customers as one of the Customer Service Advisors for Kent Music liaising with parents, staff, suppliers and venues including general enquiries.
- 3.2 Register students and manage tuition accounts maintaining accurate records, arranging teachers for students and organising instrument hire
- 3.3 Liaise with parents and schools in writing, by telephone and in person
- 3.4 Build and maintain good relations with Kent Music's instrumental and vocal teachers providing support where appropriate
- 3.5 Pro-actively represent Kent Music internally and externally, communicating positively about the organisation
- 3.6 Working closely with the Customer Services Manger to provide excellent customer service for the organisation.

4. Person Specification

	Essential	Desirable	Tested via*
Qualifications and training			
5 GCSEs or equivalent including Maths and English	✓		A
Safeguarding training		✓	A
Knowledge, skills and experience			
Previous customer service experience and a genuine interest in helping customers	✓		A/I
Working knowledge of and interest in music		✓	
Knowledge of debt chasing		✓	A/I
Excellent communication skills, both verbal and written	✓		
Excellent written and verbal communication skills and ability to relate well to people in a wide range of roles and contexts including parents, teachers and school personnel.	✓		
Up-to-date knowledge of safeguarding legislation for both children and vulnerable adults		✓	
Able to use own initiative to work in a proactive way, as well as being part of a team	✓		I
Able to build good working relationships across all levels	✓		

Well organised, conscientious and reliable	✓		A/I
Additional Attributes			
Demonstrable commitment to continuous professional development	✓		A/I
Proficiency in Microsoft Office applications	✓		A
Permission to work in the UK	✓		A
*			
A = Application			
I = Interview			

Other Information

Kent Music values diversity and particularly welcomes applications from under-represented groups of the community.

To address barriers we will consider reasonable adjustment and access requirements before, during and throughout the application and interview process. Please alert us in your application to anything we can do to make your process as accessible as possible.

The post is based at Kent Music's offices in Maidstone where there is free parking. Some flexible working will be required.

Safer Recruitment Statement

Kent Music is committed to the safeguarding of all its learners and staff. Safeguarding is a priority, with arrangements in place to ensure learners feel and are safe during Kent Music activities.

The learner experience and individual achievement are paramount, and safeguarding initiatives are developed to impact positively upon this. Kent Music ensures safeguarding legislation and guidance are adhered to and taken into account when developing and revising policies, procedures, and associated arrangements. Health and Safety arrangements are in place to ensure adherence to current legislation and guidance.

Applicants will be subject to recruitment and selection procedures designed to emphasise Kent Music's commitment to the safeguarding of its learners and staff. The procedures include questioning at interview stage, verification of appropriate qualifications, acquiring references, and necessary safety checks.

Kent Music has a 'Designated Safeguarding Lead' responsible for child protection, supporting staff in carrying out their safeguarding duties, and working closely with other services. Kent Music has appropriate policies and procedures in place to deal effectively with child protection and safeguarding issues, together with recording and monitoring processes.

It is a condition of employment that all staff are trained to a level appropriate to their safeguarding responsibilities. Kent Music's trustees, Senior Leadership Team, and the safeguarding working group will continue to keep abreast of developments in this area and implement arrangements to continually improve the safety and awareness of its learners, staff and volunteers.