

CENTRE SUPPORT MANAGER

JOB DESCRIPTION

Reporting to: Head of Centre Support
Responsible for: Centre Support Team
Salary: £30-34,000 p.a. depending on experience

Job Purpose

To lead our dedicated team of Centre Support Officers to ensure the delivery of exceptional customer service.

To support the Centre Support Officers to achieve their potential and foster whole team development and improvement.

To drive continuous improvement in customer support; identifying areas for improvement, promoting cross team collaboration and a proactive approach to meet customer needs.

Main Duties And Responsibilities

- 1 To lead the Centre Support Team; prioritising work streams and allocating resources to ensure that customer needs are met in a timely manner and Key Performance Indicators achieved.
- 2 Performance manage Centre Support Officers; conducting regular reviews and appraisals, setting performance objectives and addressing issues and concerns, including absence management.
- 3 Manage and oversee the authorisation of processes; ensuring adherence to relevant policies and procedures, including certification of claims, payment of sub-contractor invoices and authorisation of credit refunds.
- 4 Develop rotas and plans to ensure that adequate resources are in place to respond to seasonal demand, cover is provided across all the hours of operation and that tasks are distributed and completed efficiently among the CSOs.
- 5 Foster continuous learning and development within the team, ensuring that knowledge is shared and up to date and that there are no single points of failure.
- 6 Act as an escalation point for resolving complaints and queries from customers, Centres and learners; demonstrating compliance with the relevant legislation and policies.
- 7 Manage the Quality Assurance process so that Assessments are appropriate and timely and that sanctions are effective and consistent, with suitable follow up.
- 8 To develop and maintain positive collaborative relationships with internal teams and peers to ensure that high levels of customer service are achieved.
- 9 To provide accurate and timely statistical data to meet legislative requirements as well as to support decision making and operational improvement.

- 10 Participate in the recruitment and induction process for new team members; conduct interviews, facilitate onboarding and conduct probationary reviews for new CSOs

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out such other appropriate duties as may be determined by the Head of Centre Support.

Other Duties

- 1 To ensure awareness of and compliance with all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of Health and Safety legislation.
- 2 To exercise proper care in operating, handling and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.
- 3 To keep up to date, so far as is necessary, for the efficient execution of the role, with new legislation, procedures and methods.
- 4 To participate in the Company's appraisal process and to undertake appropriate training/ development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the post and to support the Company's strategic objectives.
- 5 To uphold and promote the Company's Equal Opportunities, Diversity and Inclusion policies and practices.
- 6 To present an appropriate professional image on official Company business.

Terms And Conditions

This post is subject to the terms and conditions determined by Skills and Education Group.