

## SIGNATURE JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Customer Support Officer</b>		
<b>JOB NO. / ID</b>	CSO1	<b>DATE LISTED</b>	04/11/2024
<b>GRADE</b>		<b>SALARY</b>	Circa £22,050
<b>JOB LOCATION</b>	Durham office - Hybrid		
<b>WHO WE ARE</b>	<p>At Signature, we are proud to be recognised as the leading awarding body for deaf communication and language qualifications in the UK. Signature became an independent organisation in 1982 to promote and teach British Sign Language (BSL), since then we have supported more than 500,000 people to learn British Sign Language. We have also had thousands of other learners who have completed other deaf communication and language qualifications with us.</p> <p>We are passionate about creating qualifications that provide our learners with the skills they need to build successful careers. As a charitable organisation, we work tirelessly to improve communication, by creating learning opportunities for every stage of life.</p> <p>Joining Signature means being part of a supportive team that works tirelessly to ensure no one is left behind. We invest in our employees growth and development, providing opportunities to learn, improve, and ascend in their careers.</p> <p>This role will be located in our Durham office, with the option of hybrid working in line with our hybrid working policy.</p> <p><b>Our Vision:</b> At Signature, we aspire to create an environment where every team member feels proud, valued, and respected. Our people are empowered to use their unique skillsets, supported to achieve their best, and motivated to contribute meaningfully to our mission of promoting British Sign Language (BSL) and making a difference in society. We believe that by fostering a culture of continuous improvement, trust, and collaboration, we can achieve excellence and ensure no one is left behind.</p>		
<b>ABOUT THE ROLE</b>			
<b>SERVICE LINE / DEPARTMENT</b>	Customer Support	<b>REPORTS TO TITLE</b>	Customer Support Team Leader
<b>FULL OR PART TIME ROLE</b>	Full time	<b>HOURS PER WEEK</b>	37
<b>PURPOSE OF THE ROLE</b>	The purpose of Signature is to create qualifications that provide our learners with the skills they need to build successful careers. While as a charitable organisation, we work tirelessly to improve communication, by creating learning opportunities for every stage of life.		

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The Customer Support Officer plays a crucial role in helping Signature achieve its mission by supporting our centres to deliver the best service possible to anyone that undertakes our courses.

This is an exciting role, where, as the external face of Signature, you will be responsible for helping our centres, teachers and learners to receive the best possible experience. As Customer Support Officer, you will understand Signatures offerings in detail and assist our centres to excel in their mission to make BSL accessible for everyone and provide the best learning experience for those that have made the commitment to learn BSL.

As the Customer Support Officer you will:

- > Deliver exceptional customer service to all Signature stakeholders, both internal and external.
- > Maintain an understanding of products and services to promote Signature further to customers.
- > Ensure complete Qualification and Assessment knowledge to support centres in enquiries.
- > Maintain an understanding of Ofqual (assessment regulator) and the impact of the conditions they regulate on customer support processes.

### Centres

- > Provide advice and exceptional customer service to all of our centres, establishing strong relationships.
- > Assist centres with any information required related to assessments, qualifications, or approval as required.
- > Support the centre relationship lead with the centre approval process for new and existing centres ensuring any monitoring is completed within appropriate deadlines. Ensure adequate handover for final approval.
- > Support the centre relationship lead with remote centre visits in line with agreed procedures including for new approvals and ongoing maintenance visits.

### Assessments

- > Administer daily assessment processes following established procedures.
- > Liaise with assessors to develop high levels of engagement and to ensure all external marking is delivered in accordance with our procedures.
- > Work with the Compliance team to ensure that any issues in relation to the standards of assessment at centres and/or level of service from external assessors are fed back as appropriate.
- > Administer pre complaints correspondence and the appeals process in line with established procedures, ensuring deadlines are met where appropriate.
- > Contribute to ongoing process improvement by identifying opportunities to increase quality and efficiency with the customer support team.
- > Provide advice and information on all Signature products ensuring we support customers on all products including digital support products when required.
- > Carry out any other duties which may reasonably be expected of the postholder.

## KEY RESPONSIBILITIES

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<p><b>EXPECTED SKILLS, APPROACH AND EXPERIENCE</b></p>	<p><b>Essential Skills</b></p> <p>We are looking for someone that excels at providing quick and accurate support to customers, always bringing a friendly and approachable attitude to every interaction to ensure our stakeholders have a positive experience. Honesty and transparency are crucial to you, as you communicate openly and truthfully with both customers and colleagues.</p> <p><b>Experience with the following software:</b></p> <ul style="list-style-type: none"> <li>&gt; Microsoft Office Suite.</li> <li>&gt; Telephone/Textphone/Short Message Service (SMS)</li> </ul>		
<p><b>EXPECTED QUALIFICATIONS</b></p>	<ul style="list-style-type: none"> <li>&gt; GCSE level or equivalent including English and Maths (essential)</li> <li>&gt; Level 2 NVQ in Business Administration (or able to demonstrate equivalent standard)</li> <li>&gt; NVQ in Customer Service (desirable)</li> <li>&gt; Level 1 Certificate in BSL</li> </ul>		
<p><b>WHY US?</b></p>	<p>Working with Signature presents a unique opportunity to engage with a vibrant community dedicated to promoting accessibility and inclusivity. Our commitment to empowering Deaf individuals through innovative programs and resources fosters an environment where creativity and collaboration thrive.</p> <p>By joining our team, you can contribute to meaningful projects that raise awareness and advocate for Deaf culture, while also enhancing your own understanding of diverse communication methods. Together, we can make a significant impact, breaking down barriers and enriching lives through education and support.</p>		
<p><b>CAREER DEVELOPMENT</b></p>	<p>Signature nurture talent by providing opportunities for personal development and upskilling, allowing you to grow and develop as an individual. We offer a support environment where you will be given every opportunity to utilise your skills and maximise your potential.</p>		
<p><b>SIGNATURE EQUAL OPPORTUNITY EMPLOYER</b></p>	<p>Signature is committed to creating a diverse environment and is proud to be an equal opportunity employer. We encourage applications from all suitable candidates regardless of age, disability, gender identity, marital status, race, faith or belief, or sexual orientation.</p>		
<p><b>INTERNAL ONLY</b></p>			
<p><b>JOB DESCRIPTION SIGNED</b></p>		<p><b>DATE ISSUED</b></p>	<p>04/11/2024</p>