

Customer Service Advisor
Salary Details: £25,054 per annum
Reports to: ESC Manager or Team Leader
Terms/Hours: Perm, Full-Time
Location: Cheltenham, Hybrid
Direct reports: N/A
Department: Individual Services Group, Enquiries Service Centre
Date Reviewed: May 2025



About Ecctis:

At Ecctis, our vision is to be the acknowledged global leader in the international qualifications and recognition arena. Our mission is to be the preferred source of expert advice on the recognition and comparability of qualifications and skills internationally, building on our advanced research and our established knowledge and experience of education systems across the world. Ecctis delivers a wide range of services, products, and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities, and colleges, awarding bodies and government ministries.

The work is varied, and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

Purpose of Role:

The purpose of this role is to act as the first point of contact for individual users of our services from around the world. This role involves providing key support and information regarding our services and application process, alongside anticipating their needs before, during and after submission of applications.

You will be an ambassador of high standards of customer service with the single aim of working to first contact resolution response.

Key responsibilities:

- Handling enquiries relating to individual applications, via a range of communication channels, including:
 - Phone calls
 - Online / web messages (to meet current KPIs)
 - Emails
 - Live chat
- Performing administrative tasks associated to the role
- Providing supportive and comprehensive service information, and guidance, to customers
- Building a rapport with customers
- Responding to customer complaints
- Deliver high standards of customer service
- Updating customer records
- Following policies and procedures, and adhering to GDPR requirements
- Supporting the wider team to respond to ever changing priorities and workloads
- Supporting with training new starters and colleagues within the business

Other

- Abide by the Company's policies and procedures, and actively promote with the team

OPERATORS OF UK NATIONAL AGENCY SERVICES IN QUALIFICATIONS AND SKILLS

SUFFOLK HOUSE, 68-70 SUFFOLK ROAD, CHELTENHAM GL502ED. WWW.ECCTIS.COM

- Abide by the Company's Health and Safety policies and procedures, whilst giving consideration to your own health and safety and that of colleagues
- Any other reasonable duties as required

Skills required:

- Excellent interpersonal, verbal and written communication skills, including a very good telephone manner
- Proven experience in customer service
- Able and experienced working in a fast-paced environment
- Is patient, caring and positive with our customers
- An enthusiastic, positive, and reliable member of the team with an open-minded attitude
- An organised and proactive person who is self-motivated and able to take ownership of their personal development
- Target driven – working to KPI's
- Able to multi-task between different tasks (e.g. phone calls / messages)
- Competent working with multiple IT systems simultaneously
- Excellent attention to detail
- Work effectively as part of a team

Person specification:

- Team player
- Excellent communicator
- Dedicated to delivering a high standard of customer service
- A supportive and co-operative team member
- Passionate about customer service
- Strives for continuous improvement
- Solutions-driven
- Takes responsibility for their own and the wider team's workload, ensuring SLAs are achieved
- Always demonstrates respect for others
- Comfortable with a fast-paced environment
- Embraces change and progress
- Uses feedback as a positive tool for change
- Has a passion for education and/or international mobility
- Open and quick to learn to learn multiple IT systems

Education and Qualifications:

- Degree educated (desirable)
- Minimum of Level 3 qualification – eg. A Level, Level 3 NVQ, Level 3 National Diploma – including GCSE English and Maths
- Demonstratable experience in a fast-paced customer service environment – preferably handling telephone calls and administration in a similar environment

Employee Benefits

- 25 days annual leave (pro-rata for part-time employees) plus swappable bank holidays, as well as additional 3.5 days off for Winter office closure
- Company Pension scheme
- Life assurance of 3 x basic salary for members of the pension scheme
- Private Health and Dental Care Scheme with employee contribution
- Enhanced maternity pay, Paternity leave
- Employee Assistance Programme
- Mental Health First Aiders and support events

- Cycle to Work Scheme
- Eye Care Contribution
- Regular company social events
- Mango Language Tool
- Hybrid Working as standard
- Paid volunteering hours

Employee Ownership Trust:

As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.

EDI Statement:

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore, we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

Please note: All applicants must hold a current permit or visa showing their right to work in the UK.

To apply: Email your CV and covering letter to recruitment@ecctis.com

This role profile sets out the scope and main duties of the post at the date when the role was created or last reviewed. Such details may vary on occasion without changing the overall scope of the role or level of responsibility required. This role profile is intended to give an overall indication of the duties and responsibilities of this role but is not exhaustive and the job holder may be asked to perform other duties, which reasonably align with the general remits of their role and level of responsibility.

Ecctis Ltd is committed to providing a workplace free from discrimination or harassment. We expect every employee to do their part to cultivate and maintain our values and treat each other with respect and the dignity they deserve. We are an equal opportunities employer, ensuring that there is no bias on gender (or gender reassignment) race, sexual orientation, disability, age, religion or belief. We recruit purely on merit and skills.