

## Role Information

### Customer Service Officer

#### Role details

**Role title:** Customer Service Officer

**Department:** Delivery

**Contract type:** Permanent

**Grade:** 2

**Salary range:** £27,930 to £30,435

**Responsible to:** Lead Customer and Business Support Officer

**Responsible for:** Not applicable

#### Role purpose

The **Customer Service Officer** provides effective customer service and administration functions for GTC Scotland.

#### Role outline

##### Responsibilities of all GTC Scotland employees

- Commit to GTC Scotland's values and principles.
- Understand that our communities improve through the provision of strong and effective education, and you have a role in helping that happen.
- Take ownership and responsibility through your work.
- Be self-aware, understanding your own strengths and areas for development.
- Be a restless learner, seeking opportunities for your own growth.

- Deliver work effectively to ensure impact.
- Work collaboratively to share and develop expertise.
- Ask for help when you need it.
- Be flexible and adaptive to meet our needs and those of our registrants.
- Actively find and develop solutions to issues.

## **Role specific responsibilities**

- Own and respond to enquiries from the teaching profession, partners and the public across all our communication channels, ensuring responses are made in line with policy and procedure.
- Provide effective customer service on behalf of GTC Scotland.
- Provide cover for reception as coordinated by the Lead Customer and Business Support Officer, to receive external visitors, provide catering and support meeting arrangements as required.
- Issue bulk communications to registrants and prospective registrants across all GTC Scotland functions
- Follow process and procedure to complete allocated administrative tasks relating, but not limited to, the collection of individual fees, registration, and the maintenance and enhancement of registration.
- Participate in cover arrangements across the Customer and Business Support team as required.
- Perform other duties that may be reasonably required within the scope of your role as assigned to you.

## **Person specification**

### **Qualifications and training**

#### **Essential**

- Qualifications at Higher level (SCQF level 6), or equivalent attested vocational or work-based training
- SCQF level 6 English (or equivalent)
- A relevant customer service/secretarial/administrative qualification, or equivalent attested vocational or work-based training

- Evidence of ongoing professional learning

#### **Desirable**

- Not applicable

## **Knowledge, skills and experience**

#### **Essential**

- Experience in effective interactions with colleagues, customers and/or service users
- Evidence of effective administrative skills
- Good quality written skills
- Good digital literacy including competency with Microsoft 365 applications (including Outlook, Teams, Word, Excel, PowerPoint, SharePoint, Dynamics)
- Experience of working in a customer contact, secretarial, administrative or similar role

#### **Desirable**

- A good understanding of the work GTC Scotland

## **Personal qualities**

#### **Essential**

- Effective and demonstrable communication
- A commitment to excellence in self and ongoing learning
- The ability to maintain absolute confidentiality and discretion
- A commitment to team working

#### **Desirable**

- Not applicable

## **Special conditions**

#### **Essential**

- Not applicable

#### **Desirable**

- Not applicable





# The General Teaching Council for Scotland

We are the independent regulator for teachers in Scotland. We work to enhance trust in teachers in the public interest by setting, upholding and promoting high standards.

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