

JOB DESCRIPTION

JOB TITLE: Customer Service Advisor

LINE MANAGED BY: Head of Student Services

**JOB PURPOSE &
OBJECTIVES**

To work within the College's Student Services Team to provide a broad range of customer focused support and administrative services to College Departments and Curriculum Teams.

KEY TASK SUMMARY

To provide a high-quality, customer-focused visitor reception, telephone service and effective and efficient administrative support for college staff including:

- reception and switchboard duties
- reprographics, scanning and binding
- provide administrative support to the Student Services department and Student President and Student Association Executive Committee.
- produce documents, newsletters and other promotional materials
- document filing and retrieval (manual and electronic)
- updating electronic and other notice boards

KEY TASKS

Provide a high-quality, customer-focused service to visitor / student enquiries in person or by telephone.

Undertake reception and switchboard duties; maintaining the appearance of the reception area, information stands and notice boards. Update digital information displays.

Provide a colour and mono photocopying, scan, laminate and binding service; ensure copyright is not infringed and that documents are copied to a high standard. Store documents in electronic format; convert files to PDF.

To carry out a range of administration tasks, as required, supporting the Student Services department and Student President and Student Association Executive Committee.

Support in the preparation of reports, papers and minutes for the Student Services department.

Produce documents for individuals / departments for the College using Microsoft Office packages including Word,

Excel, Access, PowerPoint, and Publisher. Ensure documents and records are timeously produced to a high standard in house style.

Assist in the production and distribution of College advertising and publicity and materials.

Comply with all current Health and Safety and other relevant legislation.

Be aware of and ensure the implementation of all College policies.

Any other duties in relation to Student Services as specified by the Head of Student Services.

Corporate Statements and Values

Vision

To inspire and transform lives through inclusive, innovative and sustainable education.

Mission

Delivering excellence in skills-based education to the workforce of the future creating social and economic value for individuals, businesses and the communities we serve through first-class teaching, learning and support.

Values and culture

The college's values are vital in our collective ability to achieve continued success, and they define how we work together as Team SLC:

- Togetherness
- Connectedness
- Recognition
- Enablement
- Motivating work

This job description is not intended to detail all tasks undertaken, but simply highlight a number of major tasks of the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post.

This job may be amended in future to reflect the changing duties of the post.

Date Updated: August 2025