



## JOB DESCRIPTION

|  |   |
|--|---|
| <b>Job Title:</b>  | Frontline Clearing call-centre operator |
| <b>Department / Unit:</b>  | Marketing and Communications            |
| <b>Job type</b>  | Professional Services                   |
| <b>Grade:</b>  | RHUL 2                                  |
| <b>Accountable to:</b>   | Applicant Services Manager              |
| <b>Accountable for:</b>  | N/A                                     |
| <b>Purpose of the Post</b>   |   |
| <p>Students who find they have not been successful in gaining a place at University can phone Universities that have vacancies to receive verbal offers. This process is called "Clearing" and it forms a crucial part of our Undergraduate recruitment strategy.</p> <p>We see large numbers of students contacting the University on A-level results day and we, therefore, have in place a dedicated call centre to handle these calls. The first call centre hub that callers are passed to is a Front-line team that initially assesses callers to see whether they seem to meet our entry requirements. If they meet these requirements then they will pass callers on to a secondary team who will then confirm with the caller that they meet our criteria and make an offer a place to the university.</p> <p>Frontline call-centre operators will be working under the supervision of staff from the Marketing and Communication team.</p> |   |
| <b>Key Tasks</b>   |   |
| <ol style="list-style-type: none"> <li>1. To take calls from prospective students and screen them against our entry criteria and to either let them know that they either don't meet our criteria or pass them onto a team responsible for making offers to study at Royal Holloway.</li> <li>2. To be able to give excellent customer service to prospective students who may be confused by the Clearing process.</li> <li>3. To be able to confidently use online information to assess whether prospective students meet our entry requirements.</li> <li>4. To read all training materials given to them and attend training (training is paid)</li> <li>5. To promptly arrive for their allocated shift</li> </ol>   |   |

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title:** Clearing call-centre operator

**Department:** Marketing and Communications

|   | Essential | Desirable | Tested by<br>Application<br>Form/Interview/Test |
|---|-----------|-----------|---|
| <b>Knowledge, Education, Qualifications and Training</b>                  |           |           |   |
| Currently studying at Royal Holloway University of London                 | X         |           | Application Form                                |
| <b>Skills and Abilities</b>   |           |           |   |
| Ability to represent Royal Holloway as a positive and professional manner | X         |           | Application Form, Interview                     |
| An interest in, and positive approach, to Higher Education                | X         |           | Application Form, Interview                     |
| A pro-active and customer service focussed attitude                       | X         |           | Application Form, Interview                     |
| Excellent verbal communication skills                                     | X         |           | Application Form, Interview                     |
| Strong time management skills   | X         |           | Application Form, Interview                     |
| Ability to work as a committed team member                                | X         |           | Application Form, Interview                     |
| Confident user of computer software                                       | X         |           | Application Form, Interview                     |
| <b>Experience</b>   |           |           |   |
| Experience of working in a customer-facing environment                    |           | X         | Application Form, Interview                     |
| <b>Other requirements</b>   |           |           |   |
| Ability to participate in core training session                           | X         |           | Application form, Interview                     |