

Job Description

Job Title	Service Innovation Customer Operations Assistant	Grade	1
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Department	Service Innovation	Reports	None
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Reports to	Service Innovation Team Leader – Customer Operations		
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Our values

The role holder will be expected to operate in line with our company values of:

- Progressive
- Warm
- Excellent
- Thoughtful

Values are the principles that drive our behaviours. They are organisation-wide and should be adopted by everyone. Behaviours provide a consistent standard we can all expect inside the organisation from one another, and towards our members and stakeholders.

Main purpose of the role

Provide consistently high standards of customer service to all stakeholders through the effective use of processes and systems, ensuring work is completed against agreed targets and KPI's. Provide effective administration of APM operational activity, ensuring smooth information flow between key stakeholders.

Dimensions & Limits

Completion of tasks and activities as defined in relevant procedures and work instructions. Effective use of systems and processes. Contribute ideas to improve efficiency.

Key relationships

Internal

- All APM departments

External

- New, existing and potential members and chartered project professionals, corporate contacts, volunteers, candidates, accredited providers, suppliers and other relevant stakeholders

Career development

We are a learning organisation and want our employees to learn and grow during their time with us. There are many ways in which they can do this:

- Personal development days offer an opportunity to attend interactive bite sized training events.

Confidential

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- Our fantastic knowledge share calendar of events enables colleagues to share their knowledge with each other as well as access to a coach or mentor to help employees to navigate their chosen career paths.
- Shadowing in other departments is a popular way to learn about the roles and challenges across the different functions.

Key responsibilities / accountabilities

Administration

- Archive operational documentation in conformance with APM's Retention Policy
- Provide administrative support to the Customer Operations Team Leader and other SI teams
- Accurate maintenance of database and paper records
- Ad hoc duties within scope of role and sphere of influence
- Adherence to the data protection act, PCI standards and other compliance requirements

Customer Service & Communication

- High quality effective communication with all customer service contacts through all relevant channels – e-mail, phone, web, post.
- Communication with assessors, markers, panel members to coordinate availability for the assessment of APM standards and qualifications
- Support colleagues, peers, and internal stakeholders to ensure effective delivery of products and services
- Effective representation of Service Innovation in strategic and BAU project groups

Processes & Procedures

- Apply robust operating procedures for the end-to-end administration of processes relating to applications, assessment of and results for APM standards and qualifications including managing customer feedback, ensuring effective delivery of services
- Pro-actively seek out business and process improvement opportunities

Key performance measures

- Administrative tasks are completed accurately and in a timely manner
- Evidence of a proactive approach and tracking against targets
- Liaison with key internal stakeholders to ensure a positive customer experience
- Documents are archived and referenced in line with policy accurately
- All queries are responded to within current agreed SLAs
- Stakeholder feedback
- Process and standard implementation
- Identifications and implementation of proposed improvements
- All correspondence recorded on the database
- Delivery to specified requirements and deadlines

Person specification – Service Innovation Advisor

Attribute	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE Maths and English or equivalent 	
Experience	<ul style="list-style-type: none"> Experienced customer service advisor with effective communication skills via e-mail, telephone and web chat 	<ul style="list-style-type: none"> Training and supporting colleagues Process improvement experience
Knowledge	<ul style="list-style-type: none"> Experience and a knowledge of customer services processes and quality measures Minimum intermediate level Microsoft Office and database IT skills 	
Skills	<ul style="list-style-type: none"> Highly developed customer service, communications and relationship management skills Ability to manage workloads to strict deadlines Ability to plan and prioritise to meet stakeholder needs High degree of attention to detail and accuracy Effective and inclusive team member Good understanding of data protection and other compliance requirements 	<ul style="list-style-type: none"> Solution orientated with a good approach to problem-solving 1st level data analysis and interpretation
Behaviour / Competency	<ul style="list-style-type: none"> Customer focus Strong communication skills Concern for accuracy Interpersonal skills Resilience Initiative and pro-activity 	<ul style="list-style-type: none"> Training and guiding others Analytical thinking Planning and organising