

PERSON SPECIFICATION

Job Title	Customer Service & Bookings Administrator	
Department	NOAH Academy	
Role	This role is the 'front-of-house' for all NOAH short courses and employment support in their region. They will book clients onto courses or appointments, advise them on which course or service, deal with student referrals from various partners, monitor attendance and ensure information is recorded accurately. They will create start and end packs for the courses and deal with day-to-day administration and enquiries for the services. They will maintain databases and records as required by the funders.	
Qualifications	<ul style="list-style-type: none"> 5 GCSEs or equivalent 	
Experience	<p>Successful applicants will have:</p> <ul style="list-style-type: none"> Excellent customer services skills or confidence to engage with others professionally Ideally some experience within a project management or customer facing environment Be able to demonstrate the ability to work as part of a team but also work under their own initiative. Good IT Skills including Word and Excel Outgoing and confident - happy to answer the phone and chat to clients and tutors in person 	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Values and ethos	<ul style="list-style-type: none"> Demonstrate an understanding and respect for our values of Care, Compassion, and Commitment, which have their roots in the teachings of Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH. Demonstrate and live out the values and ethos of NOAH Demonstrate an ability not to judge others and to treat everyone fairly and equally 	<p>Essential</p> <p>Essential</p> <p>Essential</p>

NOAH is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment and our Safeguarding Policy and Procedure.