

Work Experience role profile

Role Title	Operations trainee
Department	Operations
Business Unit	ILM
Location	Burntwood, WS7 3GF

Everything we do contributes to achieving our purpose: Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.

Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Role purpose

To support the Operations and Customer Service Teams via email and telephone on a wide range of topics including systems, order fulfilment, query handling and complaints. This is a great opportunity for someone who has an interest in learning more about general office administration and customer services.

What you'll be doing

1. Database management
2. Project support
3. General administration
4. Customer support

What you'll learn

1. Database management
 - How to use a CRM (customer relationship management) system
 - How to accurately maintain customer data in relation to learners, providers and qualifications
 - The way we create customer portal accounts

- The processes to be followed in order to fully comply with data protection regulation
2. **Project support**
 - The process we use to create and maintain test scripts for new systems and processes
 - How to effectively communicate updates to key stakeholders
 - How to create a detailed comprehensive project plan of all of the necessary tasks
 3. **General administration**
 - How to maintain sufficient stock levels of consumables within the office
 - The process to follow to assist customers with requests for replacement certificates and learner registrations
 - How to process requests in line with published service level agreements
 4. **Customer support**
 - Be able to provide an accurate response to customer enquiries
 - How to effectively work with other colleagues to resolve customer queries
 - How to successfully navigate customers through the on-line registration and certification portal as well as the ILM website

What we're looking for

We can't live without you being...

- Curious (Imagination)
 - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
 - Keen to learn
- Collaborative (Integrity)
 - A team player who enjoys being part of the team, supporting and leading as needed
 - Shares knowledge and expertise
- Compassionate (Integrity)
 - Thoughtful, compassionate and human in their dealings with people
 - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
 - Confident in the face of push back and challenge from others
 - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
 - Motivated to get things done and make them better
 - Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
 - Goes the extra mile for internal and external customers
 - Takes ownership and accountability

We would love you to have...

- Experience using Excel, Word, Outlook

- Attention to detail and good organisational skills
- Motivation and enthusiasm
- Strong communication (verbal and written)
- Experience of working to deadlines