Dear applicant,

Thank you for your interest in the position of **Customer Service Advisor** at the National Governance Association (NGA).

Governance has risen up the political and school improvement agendas and this provides more opportunities for NGA to deliver our charitable objectives. NGA is the only national membership organisation for governors, trustees and governance professionals in state schools in England, and we work to improve the effectiveness of governing boards in both maintained schools and academies. As such, it is the first port of call for many of the policy makers in the education sector who are looking for governance expertise or wish to understand the governor view. We have been at the forefront of developing new programmes, tools for improving governance and resources for new governance structures. We pride ourselves on our knowledge and quality of our products and services. Alongside our membership NGA offers training, e-learning and consultancy.

NGA is an independent, not-for-profit national membership organisation for state school governors, trustees and governance professionals in England. Our work aims to improve the educational standards and wellbeing of young people by increasing the effectiveness of governing boards and promoting high standards. As expert leaders in school and academy governance, we provide information, advice, guidance, professional development and e-learning.

We are currently looking for an experienced individual to join our small, friendly team and deliver a high-quality customer-focused support service to NGA members and Learning Link subscribers through all communication channels. The ideal candidate will support business development and retention activities through active promotion of services and products to new and existing members/subscribers. The post-holder will be on a hybrid contract, working from our office in Birmingham city centre for two-days a week. There is a requirement to be able to work outside of normal office hours on occasions and occasional national travel is expected. Part time and flexible working options will be considered.

I hope that you find the information that you need to apply for the post in this pack; there is of course more information on the NGA website. NGA is a social enterprise, a charity with a board of trustees and a company limited by guarantee; further details of our team can be found in the about us section of the website.

If you have any queries, please email us at [jobs@nga.org.uk](mailto:jobs@nga.org.uk) with Customer Service Advisor in the subject line.

Yours sincerely,

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Description automatically generated

Emma Balchin, Chief Executive

## JOB DESCRIPTION

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| **Job Title:** | **Customer Service Advisor** |
| **Job Purpose:** | To deliver a high-quality customer focused support service to NGA members and Learning Link subscribers through all communication channels. Support business development and retention activities through active promotion of services and products to new and existing members/subscribers. |
| **Line Manager:** | Membership Services Coordinator |
| **Based:** | Hybrid working with 2 days a week at NGA’s office in Birmingham and 3 days working remotely. |
| **Salary:** | £24,300 - £25,500 per annum depending on experience |
| **Benefits** | * 25 days annual leave + bank holidays + 3 days Christmas closure (increases to 26 after 3 years’ continuous service and to 27 after 6 years’ service) * Pension contribution at 7% * Flexible working arrangements * Wellbeing support through our employee assistance programme * Cycle to work scheme * Option to buy and sell annual leave * Railcards for qualifying staff * Healthy CPD budget |
| **Probation Period** | 6 months |
| **Term:** | Permanent |
| **Hours** | 37.5 hours per week  Occasional weekend or evening working may be required.  Applications for job share or four days a week will be considered. |

## JOB ACTIVITIES

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| **1.** | **Ensure a high-quality support service for NGA members, Learning Link subscribers and other customers:**   * Ensure the membership and Learning Link onboarding journey is seamless and welcome packs and communications are sent out in a timely manner. * Respond to all membership and learning link enquiries and issues in a professional and timely manner. * Identify, investigate and resolve non-technical issues internally, provide a solution wherever possible prior to third party escalation. * Identify common issues and recommend possible solutions in systems and processes to rectify these. * Assist with the regular review and update of member communications, instructional tutorials and the FAQ section of the website. * Ensure members are receiving and benefitting from their membership and learning link subscription(s) through the reporting function of the CRM system. * Provide a first line telephone/online support service to ensure all incoming enquiries are dealt with professionally/transferred to the appropriate member of staff. * Assist the Business Development Process and ensure the successful onboarding and offboarding of Group subscriptions for Local Authorities and Multi Academy Trusts. * Support account managers and governance professionals to manage their memberships and boards on the website. * Actively promote and recommend NGA standard and Gold membership, Learning Link subscriptions, publications and other services, promoting benefits and encouraging upgrades. * Identify and actively support the retention activities of lapsed membership and learning link subscriptions as required. * Provide information and reports upon request to members of staff. * Develop and maintain a knowledge of NGA’s products and services. * Carry out data cleansing activities to ensure data on the CRM is accurate and fit for purpose. |
| **2.** | **Business Development and Retention:**   * Act as the first point of contact for new business and renewal enquiries from MATs and Groups and commence engagement. * Actively identify opportunities to promote NGA, its membership, and its services to new and existing members. * Maintain the CRM pipeline for new business and renewals for NGA and direct enquiries to the Governance Development Team as required. * Assist with membership sales, group Learning Link sales and MAT sales to ensure retention and growth. * Assist in supporting the financial targets for membership and Learning Link. |
| **3.** | **Administrative Support:**   * Assist with the preparation of event materials, merchandise and collateral for NGA events and conferences. * Assist with booking accommodation and hospitality requirements on behalf of staff and Board members as and when required. * Assist with organising refreshments for meetings as required. * Manage and support internal meetings as required. * Assist the HR Manager with day-to-day facilities management issues as and when required. * Order and maintenance of office supplies. * Provide support to the Events and Publications Officer during periods of absence to ensure business continuity. * Support debt management activities and contact members to chase outstanding payments as required. |
| **4.** | **Projects**   * Assist with the design, development and implementation of business processes and procedures. * Support the future development of the CRM system to ensure it is fit for business. * Assist with the rollout of new projects as required. |
| **5.** | **Be an active member of NGA**   * By contributing to staff meetings, promoting the organisation, maintaining, in liaison with other members of staff, the collection and storage of resource material, working within and supporting NGA’s policies and procedures. * Undertake other reasonable duties as required by the Director of Marketing and Communications |

## PERSON SPECIFICATION

**Essential:**

**Knowledge & Experience**

* Experience in a customer service environment.
* Excellent customer service skills.
* Experience of providing support via an online helpdesk and over the telephone.
* Knowledge and experience of working with databases and CRM systems
* Experience in providing effective and efficient administrative support to an organisation.

**Skills & Abilities**

* Clear verbal and written communication skills.
* Professional telephone manner and interpersonal skills.
* Excellent administration skills within a busy office environment
* Ability to analyse and translate data for reporting purposes.
* Able to work independently without supervision and as part of a team.
* Strong IT skills, including Microsoft Office applications.
* Able to provide technical support across integrated platforms
* Ability to prioritise with excellent organisation and time management skills to manage a fluctuating workload to agreed deadlines.

**Personal attributes & Qualities**

* Honesty and integrity
* A thorough and methodical approach
* Patient and calm under pressure
* An engaging and enthusiastic team player with a readiness to respond to developments as they occur
* Solution focused

**DESIRABLE**

* Knowledge of Sage CRM system
* An understanding of the education sector and the role of the Governing Body