

Job Description

Job Title:	EYP Contact Agent
Group:	UK
Dept/Project/Service:	UK Education Services - Early Years
Reports to:	EYP Engagement and Retention Manager
Responsible for:	N/a
Usual office base:	Reading, with flexibility for remote working
Grade:	9

Job Purpose:

To support settings and practitioners engaging with our professional development programme. In your role you will be supporting Early Years Practitioners (EYPs) and Setting Managers with their on-boarding and ongoing programme queries throughout their learning journey.

To support the programme participants, EYP Contact Agents will provide first line support to Setting Managers and EYPs throughout the EYP's learning journey . EYP Contact Agents will reply to email queries and complete telephone calls that contribute towards the achievement of the retention of EYPs and key programme objectives, and support on communication strategies, and ensure data integrity.

Job Objectives:

1. In conjunction with colleagues, deliver a proactive point of contact service providing information, support, advice and guidance and delivering an excellent and high-quality learner experience to maximise EYP engagement.
2. Ensure that all email queries, webchat queries and helpline calls are dealt with in a professional and efficient manner and in line with specified customer service standards, ensuring all information is recorded accurately on the Customer

Relationship Management (CRM) system and/or Learning Management System (LMS) to enable reporting on participant queries.

3. Carry out telephone calls to all Setting Managers and EYPs identified as off track with their learning to discuss a plan of support to enable full engagement with the programme and support them to complete all required elements of their learning.
4. Identify when issues require escalation to the wider team and ensure the Practitioner or Setting Manager is aware of how their query will be dealt with.
5. Ensure customer service materials, resources and information sources used are up to date and relevant to learner needs and support in identifying and making improvements to processes and ways of working to improve the learner experience.
6. Monitor and support the webchat function and the shared programme email Inbox, ensuring communications are clear and timely.
7. Complete administrative tasks when required.
8. Undertake any other duties and support the team as directed by the EYP Engagement and Retention Manager.

Person Specification:

Knowledge

Essential:

- » Minimum GCSE Grade C in Maths and English, or equivalent

Experience

Essential:

- » Experience of delivering excellent customer service
- » Experience of working in a fast-paced setting
- » Experience of working on multiple projects and tasks
- » Evidence of having operated in a pressurised environment

Desirable

- » Experience working with schools or educators

Skills

Essential:

- » Be able to deal with all types of queries over the phone, by email, or by using Live-Chat
- » Excellent customer service skills
- » Effective organisational and administrative skills
- » Strong written and verbal communication skills
- » Ability to prioritise workload and work to deadlines
- » Ability to spot issues and escalate swiftly when necessary
- » Ability to work well in a small team
- » Concern for detail to ensure the accuracy of information
- » Excellent IT skills and knowledge of MS Office, including Word, Excel and PowerPoint

Competency Band: 4

Key competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence – creating and leading success	Delivering excellent service	Responding to change
Integrity – supporting and building trust	Communicating with impact and empathy	Following through responsibilities
Accountability – delivering and improving	Continually improving	Driving performance
Collaboration – engaging and partnering	Building effective relationships	Engaging others to achieve goals

Job Family: Customer Service

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure & Barring Service.

Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the

applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.