

JOB DESCRIPTION

This job description outlines the key accountabilities of, and output required from, the post holder. It is not a definitive list and the role may well change and evolve over time.

Name:	
Job title:	Membership and Training Enquiries Assistant
Department / location:	Centurion House, Staines-upon-Thames
Report to:	Head of Education and Training

Main purpose of the job:
To assist in the provision of membership, training enquiries, and administration services for the Dyslexia Guild and Dyslexia Action Training. To provide high quality customer service to all enquiries.
Key tasks and responsibilities:
<ul style="list-style-type: none"> • To act as the first point of contact for Dyslexia Guild and Dyslexia Action Training enquiries by email and telephone. • Coordination of professional membership applications • To develop and maintain knowledge around training, courses and membership • To maintain database records as required.
Measurable outputs:
<ul style="list-style-type: none"> • When answering the telephone it is answered politely and professionally • E-mails from clients or prospects are responded to using good written English and according to established protocols within 1 working day • Data entered into IT systems is accurate and up to date. • Customer feedback is positive.
Membership Administration
<ul style="list-style-type: none"> • To act as the first point of contact for Dyslexia Guild and Assessment Practising Certificate (APC) enquiries by email and telephone, directing specific requests to relevant personnel, and monitoring enquiries.

- To co-ordinate the APC applications, enquiries and certification using various online databases and web-based systems.
- To liaise with the Guild Administrator, Lead Assessor and other panel members on individual applications as required.
- To assist in updating APC information through brochures and websites and to maintain appropriate statistics.
- To attend relevant meetings where necessary and to follow through on actions required.

Training Enquiries

- To process incoming enquiries relating to Dyslexia Action courses by telephone
- To assist in following up enquiries to increase take up of Dyslexia Action courses in liaison with the marketing team.
- To provide and encourage the enquirer to take up other services we provide i.e. Dyslexia Guild

Other Duties

- To undertake relevant training and development as required by the post.
- To attend such meetings as may be required by the nature of the post. These are usually online but may occasionally be online and office-based.
- To undertake such other reasonable duties that may be required by your line manager(s).
- To adhere to all Real Group/Dyslexia Action policies and procedures concerning Health and Safety and Equality and Diversity at all times.

Person specification

- Educated to BTEC or A Level or equivalent experience
- Prior experience and understanding of academic qualifications and assessment criteria is desirable
- Attention to detail and a high level of accuracy is essential
- Experience in managing databases and extracting information from them
- Excellent customer services skills
- Excellent communication skills both written and verbal
- Excellent IT skills; particularly familiarity with word processing, and spreadsheets. Knowledge of and experience with Google Suite would be an advantage.
- Experience in sales is desirable

Practical Requirements

- At times attend relevant exhibitions in the UK
- Place of work will be Staines Real Group office

- Core hours - 9am-5pm Monday-Friday taking a 30 minute unpaid break if working for a continuous period of more than 6 hours. These may be changed from time to time according to the needs of the business.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Date: September 2021