



Job Description Customer Support Advisor

Date reviewed	10 th March 2025
Position title	Customer Support Advisor
Contract type	Full time – Permanent. Or Part time – Permanent
Salary	Depending on experience
Main location of work	Office based British Institute of Cleaning Science (BICSc) 4 Premier Court, Boarden Close, Moulton Park Northampton NN3 6LF
Reports to	Customer Support Team (CST) Leader and Manager
Responsible to	CST Manager and wider team
Working with	All departments
Staff managed	None
Overall purpose of post	<p>We are looking to develop our customer support team to provide pro-active and reactive guidance and support to BICSc Members, holders of BICSc qualifications, employees within the cleaning industry.</p> <p>This will lead to the individual being able to:</p> <ul style="list-style-type: none"> - Provide account management for a UK based FM customer portfolio - Developing an understanding of the customers’ requirements
Hours of work	37.5 hours per week or part time hours



BICSc AND THE WORK WE DO

The British Institute of Cleaning Science (BICSc) is the largest independent, professional and educational body within the cleaning industry providing training and education, setting standards and procedures for cleaning. BICSc membership now stands at over 66,000 individual and corporate members in the UK and Internationally.

POSITION SUMMARY

The successful candidate will look after a portfolio of BICSc ATMs, assist with telephone enquiries, keep good relationships with customers, along with helping the rest of the Customer Support Team.

MAIN DUTIES ARE TO:

- Deal with telephone enquiries
- Book annual audits both face to face and virtual as per the verification process
- Liaise with the customers and book appointments in the verifier diary
- Follow the process for the request of purchase orders
- Follow the process for the request of invoices
- Provide advice and guidance to the customers
- Monitor, investigate and resolve queries quickly and efficiently
- Provide account management for all BICSc centres
- Maintain informative communication
- Liaise visits for UK and International customers
- Maintain data quality of customer accounts
- Complete other reasonable requests as and when required

PERSON SPECIFICATION

Specification	Essential	Desirable
Education/training	<ul style="list-style-type: none"> • Educated to GCSE level, grade C/4 in English and Maths • Good knowledge of Microsoft Office 	
Relevant experience	<ul style="list-style-type: none"> • Administration experience • Outbound and inbound telephone conversations 	<ul style="list-style-type: none"> • Previous customer service experience
Relevant key skills and competencies	<ul style="list-style-type: none"> • Good verbal, written communication skills • Organisational and time management skills • Ability to work within a team • Flexible and adaptable • Remain calm under pressure • Self-motivated • Ability to prioritise workload 	<ul style="list-style-type: none"> • Demonstrate problem solving skills • Good inter-personal skills • Knowledge of a CRM System, preferably Salesforce
Special requirements		<ul style="list-style-type: none"> • Holds a full UK driving license