

## EMPLOYMENT VACANCY

**CUSTOMER SERVICE ADVISOR (LEARNER SUPPORT)**

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**Location:** Brighton  
**Salary:** £19,000 - £22,500 per annum  
**Hours:** Monday - Friday, 08.30 - 17.00

Tempus Training is a leading Independent Training Provider, delivering programmes of learning across the UK through a range of Government funded contracts. Currently delivering over 600 courses per month, we support thousands of learners to gain the skills and qualifications to develop their careers and improve their lives.

Due to on-going expansion, we have a new vacancy for an experienced **Customer Service Advisor** to support us in delivering outstanding training to our learners.

In return, you will enjoy a rewarding role within our business with a competitive salary of £19,000 - £22,500 per annum, career development & training opportunities, 28 days holiday, pension scheme, plus a great working environment in a well-established, central Brighton company.

**The Role:**

- To follow structured guidelines and processes designed to register learners and to support their learning journey
- To professionally handle inbound and outbound telephone, postal and electronic enquiries from learners
- To maintain up to date and accurate contact records for all learners
- To work closely with Tutors and other Learner Support Co-ordinators to ensure allocation, capacity and deadlines are met
- To complete regular learner surveys with allocated learners at the point of completion.
- To undertake other duties and responsibilities as directed by line management from time to time.

**What you'll need:**

- Energetic and enthusiastic

- Ability to work without constant supervision
- Structured and organised approach
- Friendly and approachable
- Professional appearance
- Excellent communication, listening & problem-solving skills
- Excellent telephone manner
- Well organised and able to demonstrate a high level of accuracy.
- Good numerical and written skills
- Able to use MS Office programs particularly Word, Excel and be familiar with Google Docs, Gmail and other bespoke databases
- An eye for detail and a methodical manner
- Willingness to adapt and respond to the changing and varied needs of the business

**Benefits:**

- Staff benefits package
- Bonus Structure
- Excellent CPD opportunities
- Pension

If you believe you have the necessary skills and experience for this role **apply** today.

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Call **Alistair Brindle** on: 01273 980 243  
Or email: [recruitment@tempustraining.co.uk](mailto:recruitment@tempustraining.co.uk)

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*All posts are subject to an enhanced Disclosure and Barring Service check.*

*As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the role. We are an equal opportunities employer.*

*Applicants must have a valid legal permit or right to work in the United Kingdom.*