



CUSTOMER SERVICE ADVISER

Are you:

- Confident and experienced in dealing with customer calls and messages within a call centre or office environment?
- Passionate about providing excellent customer service?
- Professional, courteous and calm under pressure?
- Hard working and enthusiastic?
- A level 3 qualification holder (A-level, level 3 NVQ or level 3 National Diploma)?

Would you like to:

- Forge a career in a dynamic, progressive organisation by providing expert advice on international qualifications and skills?
- Develop specialist knowledge of education systems and support people hoping to fulfil their academic and occupational ambitions?
- Contribute positively to the movement of professionals and students into and out of the UK?

...then we would like to hear from you.

Who we are and what we do:

Ecctis Limited is the UK national agency for information and expert advice on international qualifications and skills. The work is interesting and the atmosphere is lively, friendly, and supportive.

As a Customer Services Adviser, you will develop knowledge of overseas qualifications allowing you to advise individuals regarding the international qualifications recognition and comparison process. You will maintain professional and supportive enquiry services including telephone advice, messaging and live chat. In addition, you will conduct a varied range of administrative tasks.

Full and detailed training will be provided, adapted to the individual's needs.

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

Office Location: Cheltenham, Gloucestershire, UK

Working Hours: 8.30 – 17.00, Monday to Friday

Starting Salary: £21,000, rising to £21,500 after probation



- Benefits:**
- 25 days annual leave plus bank holidays
 - Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes non-contributory with employer contributions of 10% leading to 20% based on years' service)
 - Life assurance of 3 x basic salary for members of the pension scheme
 - Bupa Private Health Care Scheme with employee contribution
 - Employee Assistance Programme
 - Employee Ownership Trust:
 - As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.
 - The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
 - Eligible employees: Employees must be employed for 6 months before being an eligible beneficiary of the Trust.

Please note: All applicants must hold a current permit or visa showing their right to work in the UK.

To apply: Email your CV and covering letter to recruitment@ecctis.com

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