



JOB DESCRIPTION

ROLE TITLE: Customer Support Officer

NEBDN – National Examining Board for Dental Nurses

Our Mission

‘To provide lifelong career development for Dental Nurses’.

Our Vision & Values

‘To be the leading awarding organisation dedicated to Dental Nursing and course development, empowering excellence in education’.

We pride ourselves on being:

- FAIR
- PROFESSIONAL
- COLLABORATIVE
- INNOVATIVE
- INCLUSIVE

Job Title:	Customer Support Officer
Accountable To:	Customer Support Manager
Accountable For:	N/A
Location:	Office based – Hybrid Working Structure

Purpose

The Customer Support Officer will work closely with the Customer Support Manager and colleagues across NEBDN to provide outstanding end-to-end customer service to all our internal and external stakeholders. Acting as the first point of contact for customers, the postholder will respond to enquiries, resolve issues, manage information, and support service delivery through effective use of existing systems. Keeping the customer at the heart of all we do, they will contribute to ongoing service improvement and a consistently high-quality customer experience through the provision of accurate data and clear reporting to the Customer Support Manager.

Working within existing regulatory and data protection frameworks, the postholder will ensure that customer support activities, records, and communications are compliant, detailed, and aligned with organisational standards. They will work flexibly to support the assessment process, which may include weekend work when required.

They will be customer-focused, approachable, and able to consistently embody the organisations values, providing a positive experience for every customer. Working collaboratively with colleagues and stakeholders at all levels in a changing environment, they will demonstrate resilience and a willingness to use insight and customer feedback to enhance service delivery.



Key Responsibilities

Customer Support and Enquiry Management

- Act as the first point of contact for customers, providing prompt, professional, and helpful support across agreed communication channels.
- Deliver consistently high standards of customer service to all stakeholders, ensuring enquiries are handled efficiently, accurately, and in line with service level expectations.
- Work collaboratively to investigate and resolve customer queries, escalating complex or sensitive issues appropriately and following through to resolution.
- Maintain clear communication with stakeholders throughout the enquiry process, ensuring updates are provided where necessary and accurate records of interactions are maintained.
- Build and maintain positive working relationships with NEBDNs stakeholders through effective collaboration and a customer-centred approach.
- Identify recurring enquiries or customer concerns and provide feedback to management to support service improvements.
- Develop and maintain customer guidance documents, FAQs, templates and support materials to ensure information remains accurate and accessible.

Administrative and Operational Support

- Maintain stakeholder records and sensitive information effectively to ensure they are compliant, accurate and in line with organisational standards, General Data Protection Regulation (GDPR) and regulatory requirements.
- Analyse customer feedback and operational data to identify trends, issues and risks, and produce recommendations to improve the stakeholder experience.
- Prepare accurate data sets, reports, updates and summaries to support decision-making, service monitoring, and continuous improvement.
- Contribute to the achievement of key performance indicators and service standards by using existing systems effectively to manage workloads, track enquiries, update records, and support accurate reporting.
- Take responsibility for own continuing professional development, seeking opportunities to build knowledge, improve skills, and positively impact on customer interactions.
- Provide support, guidance, or training to colleagues where required, helping to share knowledge, improve consistency, and strengthen service delivery.
- Work as an effective team member, supporting colleagues with queries, distributing workloads and transferring enquiries where specialist knowledge is required, so the team operates effectively.

General Requirements

1. Keep the customer at the heart of all we do: strive to provide consistently outstanding service.
2. Ensure all responsibilities are undertaken in an effective, professional and customer focused manner.



3. Positively participate in meetings, training sessions and development activities.
4. Positively participate in regular one-to-one meetings and annual appraisals.
5. Actively adhere to NEBDN's policies and procedures at all times.
6. Work in accordance with NEBDN's culture, values, aims and objectives.
7. Act as an ambassador for the charity at all times.
8. Undertake any other duties that may be reasonably required from time to time.
9. Maintain strict confidentiality of information conveyed to them by the Chief Executive, Senior Managers, Trustees, beneficiaries, staff and external organisations, acknowledging the need for professional sharing of information with relevant parties.
10. Adhere to General Data Protection Regulations (GDPR) and any other relevant regulations, frameworks or policies

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Charity may make any necessary change in job content or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's role.

Person Specification

PERSON SPECIFICATION		
CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT CV/Interview
QUALIFICATIONS:		
GCSE Grade 4/C or equivalent in English and Maths (relevant experience may compensate)	E	CV
Evidence of commitment to own continuing professional development	D	CV
PROVEN EXPERIENCE:		
Administrative experience, ideally but not necessarily in an educational setting	D	CV/INT
Experience of working effectively as a team member	E	CV/INT
Experience of effectively using IT and office systems and processes	E	CV/INT
Experience of delivering excellent customer service	E	CV/INT
Experience of working flexibly, managing tight deadlines effectively	E	CV/INT
KNOWLEDGE, SKILLS & ABILITIES:		
Excellent verbal and written communication skills	E	CV/INT
Excellent attention to detail and accurate data inputting skills	E	CV/INT
Able to analyse a range of data and produce accurate reports and recommendations	E	CV/INT



Able to work within relevant data protection and regulatory frameworks and policies	E	CV/INT
Able to represent the organisation with learners and others professionally and competently	E	CV/INT
Excellent organisational skills, using own initiative to plan a busy workload and prioritise multiple tasks	E	CV/INT
Excellent IT skills with ability to use effectively Microsoft software, including but not limited to Word, Excel and PowerPoint	E	CV/INT
Experience of using Customer Relationship Management (CRM) software	D	CV/INT
Able to build and maintain effective and cooperative relationships, both internally and externally	E	CV/INT
BEHAVIOURS:		
High standards of personal ethics, honesty, and integrity	E	INT
A genuine desire for service excellence and continuous improvement	E	CV/INT
Self-motivated and ability to work independently when required	E	CV/INT
OTHER ATTRIBUTES:		
Able and willing to travel on business when required including overnight stays	E	INT
Able to be flexible in hours of work when required according to charity requirements	E	INT
Empathy with NEBDN's aims and objectives.	E	INT
This is not an exhaustive list of duties, responsibilities and accountabilities within this post. This job description reflects the current main organisational responsibilities and accountability for this post. In the context of future business development, these priorities may develop and change in consultation with the post holder in line with service business needs and priorities.		

CRITERIA COMMON TO ALL JOB DESCRIPTIONS:

A job description sets out the purpose of the job, where it fits into NEBDN's structure, the context within which the job holder functions and the principal accountabilities of the job holders, or the main tasks they must carry out. It is not a definitive work plan but an outline of the role and function, it is not intended to describe all specific tasks and NEBDN reserve the right to amend it at any time.

EQUAL OPPORTUNITIES STATEMENT:

All employees are required to adhere to and promote the principles and operation of NEBDN's policies regarding Equality & Diversity, to ensure that the services provided are relevant to ethnically diverse communities and other disadvantage groups.

COMMENSURATE STATEMENT:

At times the post holder will be required to undertake other duties and responsibilities of a similar level and nature in order to support workload peaks and resources and skill shortages, ensuring priorities are met. This will be sensitive to available resources and individual skills and will generally be within the same area where possible.



ADHERENCE TO EMPLOYEE HANDBOOK, POLICIES AND PROCEDURES:

NEBDN is an ever-growing organisation and in some areas data collection of, suppliers, and staff members are an essential part of the business.

All employees have an obligation to read, understand and then sign policies and procedures, and by doing so is an acknowledgement their having read them and understood them, especially those that are pertinent to this role.

Print Name: (Employee)	Print Name: (Line Manager)
Signature:	Signature:
Date:	Date: