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| Last updated: | November 2015 |

**JOB DESCRIPTION**

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| Post title: | **Client Services Supervisor** | | |
| Academic Unit/Service: | Student Services | | |
| Faculty: | n/a | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Service Delivery Deputy Manager (4) | | |
| Posts responsible for: | General Assistant (L1a) [Residences only], Customer Service Assistant (L2a), Customer Service Advisor (L2b) | | |
| Post base: | Office-based/Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| •To undertake supervision of Customer Services staff within Student Services, ensuring that enquiries are handled in a timely manner, in accordance with external and internal quality standards.  •To deliver in depth/specialist advice to students and other stakeholders.  •To initiate, deliver and supervise a variety of client contracts, communications, events and presentations. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | Deliver specialist/in depth advice, information guidance or instruction to students or customers in line with accredited standards, Codes of Practice, legislative requirements and guidelines | 30 % |
|  | Provide a knowledgeable point of contact for internal and external customers |
|  | Supervision of customer service team, allocating and prioritising work and monitoring individual progress and performance via the annual review process | 30 % |
|  | Responsibility for supervising the implementation of contracts or partnership agreements | 5 % |
|  | Responsible for the adherence to service quality standards within area of responsibility (e.g. KPI’s, Ofsted, QAG, Matrix, Quest, UUKCoP, etc.), collecting relevant statistical reporting to monitor attainment and prioritising any issues for investigation/escalation | 10 % |
|  | Supervision of informal complaints (Stage 1), appeals process including carrying out informal investigation and reporting | 5 % |
|  | To regularly engage and liaise with internal and external customers to create, organise and deliver student focussed events (e.g. presentations, workshops, placements), ensuring all activities run efficiently by co-ordinating diaries, booking venues and supplying relevant information to students and other stakeholders | 10 % |
|  | To contribute to the formulation and delivery of Student Services strategy and action plan | 10 % |
|  | To undertake any other duties that fall within the scope of the post as allocated by the line manager following consultation with the post holder |
|  | The post-holder is expected to undertake all personal administration required within the role, and adhere to University Policy and relevant legislation (e.g. H&S compliance) |

| Internal and external relationships |
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| Internal  •Student Body  •Student Services  •Professional Services  •Faculties  •Office of the Vice Chancellor  External  •Students’ Union  •HEI Institutions  •HEFCE, HESA, UCAS & BIS  •National Governing/Professional Bodies  •Employers, Landlords etc  •Suppliers and Contractors  •Members of the Public/Community |

| Special Requirements |
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| •Work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel  •The post holder is expected to work flexibly to provide services to a range of customers. As a maximum the post holder will be expected to work one weekday evening and one weekend day per month as well as specific peak times for services.  •Undertake such tasks as are reasonably requested by Student Services Management  •Willingness to rotate roles and responsibilities to increase breadth of experience  •Work within the bounds of the University’s Confidentiality Policy |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | A levels/HNC/or skill level equivalent with proven work experience  Experience of working with customers/clients in an advisory/ capacity or coaching role.  Depth of knowledge of a specialist field | Evidence of relevant training and/or qualification for the specialist field  Knowledge of contract management  Experience of managing informal complaints  Experience of managing work placements | Application/  Interview  Application / Interview  Application/  Interview  Application  Application  Application |
| Planning and organising | Ability to maintain clear and accurate records  Ability to initiate, plan and organise a range of one’s own and a team’s work efficiently and effectively, including working to deadlines under pressure |  | Application / Interview  Application / Interview |
| Problem solving and initiative | Ability to identify and solve problems by applying initiative to tackle situations in new ways and by developing improved work methods  Ability to use own initiative but recognise when to refer to a colleague or manager |  | Interview  Interview |
| Management and teamwork | Ability to work as part of a team whilst also being able to prioritise and manage own workload  Able to positively influence teamwork  Able to ensure staff are clear about changing work priorities and service expectations | Supervisory experience | Application / Interview  Interview  Interview  Application |
| Communicating and influencing | Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance  Evidence of good networking skills including maintaining good partnership working with a range of colleagues  Ability to prepare and present written and/or verbal information clearly and concisely to students and staff, including the delivery of group presentations |  | Application / Interview  Application / Interview  Application / Interview |
| Other skills and behaviours | Evaluate systematically and rigorously the impact of service provision  Competent in the use of Microsoft Office packages  Regularly evaluate professional performance and reflect constructively using evidence to improve performance | Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area  Ability to develop on-line resources  Experience of data manipulation and reporting  Experience of organising events  Able to understand cultural diversity  Ability to speak a second language | Application / Interview  Application / Interview  Application / Interview  Application  Application / Interview  Application / Interview  Application / Interview  Interview  Application |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  | ✓ |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |