

Job Description and Person Specification

Last updated: November 2015

JOB DESCRIPTION

Post title:	Customer Services Assistant		
Academic Unit/Service:	Student Services		
Faculty:			
Career Pathway:	Management, Specialist & Administrative (MSA)	Level:	2a
*ERE category:	n/a		
Posts responsible to:	Client Services Supervisor (L3)		
Posts responsible for:	n/a		
Post base:	Office-based/Non Office-based (see job hazard analysis)		

Job purpose
<p>To provide information and signposting on a range of service enquiries received face to face, on the phone and by email to all customers including students, staff, and visitors.</p> <p>To undertake a variety of administrative and support processes, accurately maintaining all associated systems and records</p>

Key accountabilities/primary responsibilities	% Time
1. Be responsible for welcoming and attending to students and other customers, undertaking monitoring of service usage and location in accordance with procedures and reporting requirements	70 %
2. Provide information about and signposting towards services or deal with general enquiries within the University, referring the enquiry on to a specialist service for resolution if required	
3. Make accurate and effective use of computerised office systems to create and revise documents, record all interactions and interpret routine data	
4. To provide information to customers regarding initial service application forms, completion of documents, including handling membership applications/issue and ID enquiries	
5. Deal with cash and card payment and sales transactions and carry out the reconciliation of all income taken on a daily basis ensuring it is ready to bank	

Key accountabilities/primary responsibilities	% Time
6. Investigate and take corrective action if differences arise during balancing cash and other income in line with a zero-tolerance environment	
7. Complete purchasing and sales processes, maintaining stock inventory as required	5 %
8. Responsible for the secure handling of a variety of confidential items (e.g. post, passports, keys) for customers	5 %
9. Undertake a variety of routine activities and administration processes in accordance with written procedures and standards within the team.	20 %
10. Respond to emergency/first aid situations fulfilling particular roles as necessary	
11. The post holder is expected to plan own work activities to contribute to the achievement of departmental objectives and maintain and improve efficiency.	

Internal and external relationships
<p>Internal</p> <ul style="list-style-type: none"> • Student Body • All Student Services • Professional Services • Faculties • Office of the Vice Chancellor <p>External</p> <ul style="list-style-type: none"> • Students' Union • HEI Institutions • HEFCE, UCAS, HESA & BIS • Schools and Colleges • Suppliers and Contractors • Employers, landlords etc • National Governing/Professional Bodies • Members of the Public/Community

Special Requirements
<ul style="list-style-type: none"> • Undertake such tasks as are reasonably requested by Student Services Management • 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 1 weekend day per month as well as specific peak times per service • Agree to work within the overall section that has a zero-tolerance attitude towards cash/income discrepancies • Willingness to rotate roles and responsibilities to increase breadth of experience • Work within the bounds of the University's Confidentiality Policy and the Data Protection Act

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Educated to GCSE level or equivalent relevant demonstrable experience</p> <p>Experience of working in a busy customer service environment</p> <p>Experienced in using computer packages (e.g. Microsoft Office suite)</p>	<p>General knowledge of Higher Education Environment</p> <p>Experience of handling money or other financial transactions</p>	<p>Application</p> <p>Assessment Task</p> <p>Assessment Task</p>
Planning and organising	<p>Ability to follow instruction</p> <p>Able to assist in the effective organisation of standard tasks and events.</p> <p>Able to arrange own work schedule effectively, working independently when needed</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>
Problem solving and initiative	<p>Able to solve basic problems by adhering to established practices and procedures.</p> <p>Able to contribute to innovative ideas in order to solve department or customer issues.</p> <p>Ability to use own initiative to answer queries after training in standard procedures</p>		<p>Assessment Task</p> <p>Interview</p> <p>Interview</p>
Management and teamwork	<p>Ability to work effectively in a team environment</p>		<p>Interview</p>
Communicating and influencing	<p>Able to elicit basic information to identify customer needs</p> <p>Able to communicate clearly and orally and in written form.</p> <p>Able to explain procedures and give information and</p>		<p>Assessment Task</p> <p>Interview</p> <p>Interview</p>

	advice to customers. Able to appropriately handle difficult situations with customers in accordance with procedures		Interview
Other skills and behaviours		Able to understand cultural diversity Ability to speak a second language	Interview Application
Special requirements	Working hours include rota pattern to cover opening hours, occasional evening and weekend working Willingness to be rotated to other areas of Student Services as needed, and to broaden depth and knowledge of experience Willingness to learn and develop knowledge		Interview Interview Interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input type="checkbox"/> 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.
<input checked="" type="checkbox"/> 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.

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