

Job Description & Person Specification

Last updated: September 2015

JOB DESCRIPTION

Post title:	Customer Services Advisor		
Academic Unit/Service:	Student Services		
Faculty:	n/a		
Career pathway:	MSA	Level:	2b
*ERE category:	n/a		
Posts responsible to:	Client Services Supervisor (L3)		
Posts responsible for:	None		
Post base:	Office-based (see job hazard analysis)		

Job purpose
<ul style="list-style-type: none"> To be responsible for the provision of advice and information on all aspects of customer services via a range of methods To undertake a variety of administrative and support processes, accurately maintaining all associated systems and records

Key accountabilities/primary responsibilities	% Time
1. Be responsible for delivering a high quality and professional information and advice service, responding to all format of enquiries personally and in group sessions using many mediums, liaising with a specialist service as required	60 %
2. Deal with cash and card payments and sales transactions and carry out the daily reconciliation of all income taken ensuring it is ready to bank. Maintain stock inventory as required	
3. Investigate and take corrective action if differences arise during balancing cash and other income in line with a zero-tolerance environment	
4. Make accurate and effective use of computerised office systems to create and revise documents, recording all customer interactions and producing routine reports	
5. Make accurate and effective use of computerised office systems to create and	10 %

Key accountabilities/primary responsibilities	% Time
revise documents, recording all customer interactions and producing routine reports	
6. Manage queries relating to student incidents and emergency situations sensitively, promptly, accurately and effectively eliciting information, following University procedures and treating all queries confidentially.	10 %
7. To handle initial service applications, support form completion and quality checking process for specialist services	5 %
8. Assist with customer complaints, trying to resolve where appropriate, and escalate to supervisor for discussion or advice	5 %
9. Undertake a variety of routine activities, administration processes and project work, developing and maintaining written procedures and standards within the team	10 %
10. Engage in partnership working with all internal departments on all campuses to ensure the highest possible standard of service to all agreed client groups	
11. The post holder is expected to plan own work activities to contribute to the achievement of departmental objectives and maintain and improve efficiency	
12. The post holder is expected to undertake any other duties that fall within the scope of the post as allocated by the line manager following consultation with the postholder	

Internal and external relationships
<p>Internal</p> <ul style="list-style-type: none"> • Student Body • Student Services • Professional Services • Faculties • Office of the Vice Chancellor <p>External</p> <ul style="list-style-type: none"> • 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

- 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 Data Protection Act

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Educated to GCSE level or equivalent and relevant demonstrable experience	General knowledge of Higher Education Environment	Application / Interview
	Experience of working in a high volume, multi- functional service environment		Application
	Ability to simultaneously use multiple computer software packages and databases in addition to Microsoft Word, Excel, Access and Outlook.	Experience of handling money or other financial transactions	Assessment Task
	High degree of computer literacy and excellent keyboard skills.		Application / Interview
Planning and organising	Ability to initiate, plan and organise own programmes of work working to deadlines and agreed standards		Application / Interview
	Able to plan and co- ordinate departmental and external events delivery		Assessment Task
	Resourcefulness and flexibility in ensuring workloads are delivered within deadlines and to agreed standards.		Interview
Problem solving and initiative	Proven ability to use initiative and judgement to resolve daily problems independently and through team working.		Application / Interview
	Demonstrate a capacity to contribute to solutions that		Interview

	<p>continuously improve the service delivered</p> <p>Able to confidently understand and resolve initial complaints and issues using standard procedures, only escalating where required/appropriate</p>		Interview
Management and teamwork	<p>Ability to work effectively in a team environment and undertake partnership working with peers and stakeholders</p> <p>Able to proactively take an allocated responsibility within a team to develop departmental initiatives</p>		<p>Interview</p> <p>Interview</p>
Communicating and influencing	<p>Good interpersonal skills, demonstrated across a range of customers with varying requirements</p> <p>Proven written and verbal communication skills, comfortable using a variety of communication technologies</p> <p>Able to prepare and present routine written and verbal information to students and staff, including in group environments</p> <p>Enthusiastic, positive outlook with a proven ability to respond effectively in a pressurised environment to colleagues, students and other stakeholders</p>		<p>Application / Interview</p> <p>Application / Interview</p> <p>Interview</p> <p>Interview</p>
Other skills and behaviours		<p>Able to understand cultural diversity</p> <p>Ability to speak a second language</p>	<p>Interview</p> <p>Application</p>
Special requirements	<p>Working hours may include rota pattern to cover opening hours, occasional evening and weekend working</p> <p>Willingness to be rotated to other areas of Student Services as needed, and to broaden depth and knowledge of experience</p> <p>Willingness to learn and develop knowledge</p> <p>Ability to work to 100% accuracy for all financial transactions</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Assessment Task</p>

JOB HAZARD ANALYSIS

Is this an office-based post?

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