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| Last updated: | 28/10/2019 |

**JOB DESCRIPTION**

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| Post title: | **Customer Service Advisor** | | |
| School/Department: | Residential Services | | |
| Faculty: | Student Experience Directorate | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2B |
| Posts responsible to: | Residential Services Supervisor (L3) | | |
| Posts responsible for: | None | | |
| Post base: | Wessex Lane Halls of Residence | | |

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| Job purpose |
| * 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 |
| --- | --- | --- |
|  | 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 | 25 |
|  | Make accurate and effective use of computerised office systems to create and revise documents, recording all customer interactions and producing routine reports | 20 |
|  | Undertake a variety of routine activities, administration processes and project work, developing and maintaining written procedures and standards within the team | 20 |
|  | Manage queries relating to student incidents and emergency situations sensitively, promptly, accurately and effectively eliciting information, following University procedures and treating all queries confidentially | 15 |
|  | Assist with customer complaints, trying to resolve where appropriate, and escalate to supervisor for discussion or advice | 10 |
|  | To handle initial support services applications, support form completion and quality checking processes for specialist services | 5 |
|  | Engage in partnership working with all internal departments on all campuses to ensure the highest possible standard of service to all agreed client groups | 5 |

| Internal and external relationships |
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| Internal   * Student Body * Student Services * Professional Services * Faculties   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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| * Undertake such tasks as are reasonably requested by Residential Services Management * The post holder is expected to work flexibly to provide services to a range of customers. This role incorporates weekday evenings working from 12pm to 8pm. Weekend working at specific peak times during intake and outtake is required. * The ability to travel to multiple locations across Southampton and Winchester * Willingness to be flexible - 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**

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| Person Specification | | | |
| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, Knowledge and  Experience: | Educated to GCSE level or equivalent and relevant demonstrable experience  Experience of working in a high volume, multi- functional service environment  Ability to simultaneously use multiple computer software packages and databases in addition to Microsoft Word, Excel, Access and Outlook.  High degree of computer literacy and excellent keyboard skills. | General knowledge of Higher Education Environment  Experience of handling financial transactions | Application  Application  Application  Application |
| Planning and Organising: | Ability to initiate, plan and organise own programmes of work working to deadlines and agreed standards  Able to plan and co- ordinate departmental and external events delivery  Resourcefulness and flexibility in ensuring workloads are delivered within deadlines and to agreed standards. |  | Application  Assessment  Task  Application |
| Problem Solving and Initiative: | Proven ability to use initiative and judgement to resolve daily problems independently and through team working.  Demonstrate a capacity to contribute to solutions that continuously improve the service delivered  Able to confidently understand and resolve initial complaints and issues using standard  procedures, only escalating where required/appropriate |  | Interview / Assessment  Interview / Assessment  Interview / Assessment |

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| Management and Teamwork: | Ability to work effectively in a team environment and undertake partnership working with peers and stakeholders  Able to proactively take an allocated responsibility within a team to develop departmental initiatives |  | Interview  Interview |
| Communicating and Influencing: | Good interpersonal skills, demonstrated across a range of customers with varying requirements  Proven written and verbal communication skills, comfortable using a variety of communication technologies  Able to prepare and present routine written and verbal information to students and staff, including in group environments  Enthusiastic, positive outlook with a proven ability to respond effectively in a pressurised environment to colleagues, students and other stakeholders |  | Application  Interview  Application  Interview |
| Other Skills and Behaviours: |  | Able to understand cultural diversity | Interview |
| Special Requirements: | Working hours include rota pattern to cover evenings and weekend working.  Willingness to rotate to other areas of Residential Services to broaden depth and knowledge of experience.  Willingness to learn and develop knowledge.  Ability to handle confidential enquiries and data, and abide by Data Protection policy.  Access to own vehicle and a valid UK driving licence |  | Interview  Interview  Interview  Assessment  Task |

**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 | Yes | - | - |
| 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) | Yes | - | - |
| ## 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 | - | Yes | - |
| Lone working | Yes | - | - |
| ## Shift work/night work/on call duties | - | Yes | - |