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| Last updated: January 2025 |  |

**JOB DESCRIPTION**

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| Post title: | **Client Services Supervisor (EYC)** | | |
| School/Department: | Early Years Centre (EYC) | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | Centre Manager (L4) | | |
| Posts responsible for: | Early Years Senior Practitioner (L2b)  Early Years Practitioner (L2A) | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| To ensure the provision of excellent customer service for all EYC customers when interacting with the service and to assist the Centre Manager with the day-to-day smooth running of the EYC. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To deliver an excellent customer service experience within the EYC:   * Processing requisitions, purchase orders, goods received notices, invoices. Handling all financial processes such as petty cash, session fees, fees discounts, welfare and education grants and childcare vouchers and preparing monthly reports for distribution to Centre Manager * Performance management responsibilities * Ensure appropriate processes and procedures are in place to deliver an excellent customer experience, regularly reviewing all processes to ensure they are fit for purpose and meeting customer needs and expectations * Review of assurance and compliance for the service, including but not limited to training, health and safety and GDPR. * To undertake financial administration processes and provide support to management with budget monitoring processes. * Monitoring sufficient resourcing of the service to support KPIs and strategic objectives. * To receive, review and resolve customer complaints with the ability to escalate to the Centre Manager where relevant   Work collegially with other members of the management team within the service to ensure the EYC is delivering on its customer’s needs and that the Centre remains open for their use. | 45% |
|  | Assist the Centre Manager in the running of the service, including but not limited to the following responsibilities:   * Line management for Early Years Senior Practitioners –supervision, 1:1 meetings, appraisal, career development and objective setting. * Assist with the staffing rotas, and ensure staff are deployed effectively within the EYC * Accurately record and process leave and absence in accordance with University policy. * Regular engagement and communication with staff. * Review of service quality standards within area of responsibility (e.g. Key Performance Indicators (KPIs)), communicating relevant policy and procedural changes across the team. * To assist in the maintaining a safe learning and care environment, bringing to the attention of the Centre Manager, any equipment or fabric which is faulty or may be of danger, maintaining accurate Health and Safety records and reporting on these as required acting as the Local Safety Adviser for the Centre. | 40 % |
|  | To ensure the EYC is to its fullest capacity through:   * Provide Centre Reception facilities logging and responding to all enquiries including parent fees enquiries, enrolment and induction, liaison with the other University Departments, as and when required. * Oversee the application, induction, registration, attendance, transfer and termination process for children joining, moving between stages or leaving the Centre. * Working closely with the Finance Department to operate fees in line with the University’s Financial Regulations. * Claim and apply funding in Liaison with Southampton City Council, using their provider portal to submit claims. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Internal & External Relationships: (nature & purpose of relationships)  · Parents/carers  · Southampton City Council and Independent Safeguarding Authority  · OFSTED  · Finance Department  · HR Business Partner  · ISolutions  · Students’ Union  · External Suppliers  · Russell group day nurseries |

| Special Requirements |
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| To hold a valid enhanced DBS certificate.  To work flexible hours as part of an enhanced rota. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in customer service operations.  Experience of delivering excellent customer service  Ability to supervise and guide early years practitioners  Able to make effective use of customer relationship software | Relevant degree (Hospitality / Sports Management).  Experience of working within customer experience within an Early Years setting | Application/  Interview  Application/  Interview  Application/  Interview  Application/  Interview |
| Planning and organising | Able to plan and prioritise a range of one’s own, and the team’s, standard and non-standard work activities.  Able to successfully plan and deliver customer service projects over a period of several months / an academic year(e.g. to monitor trends of memberships/complaints etc.) |  | Application/  Interview  Application/  Interview |
| Problem solving and initiative | Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.  Able to review and resolve customer complaints and escalate when appropriate |  | Application/  Interview  Application/  Interview |
| Management and teamwork | Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together.  Able to ensure staff are clear about changing work priorities and service expectations.  Able to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required. | Successful supervisory experience. | Application/  Interview  Application/  Interview  Application/  Interview  Application/  Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs.  Able to offer proactive advice and guidance.  Able to understand cultural diversity. |  | Application/  Interview  Interview |
| Other skills and behaviours | Competent in the use of Microsoft Office packages and up to date knowledge about IT developments.  Experience of data analysis.  Ability to apply knowledge and awareness of principles and trends in customer service and develop an awareness of how this affects activities within the University. |  | Application/  Interview  Application/  Interview  Application/  Interview |

**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 | 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) | X |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) | N/A |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | N/A |  |  |
| Repetitive crouching/kneeling/stooping | X |  |  |
| Repetitive pulling/pushing | X |  |  |
| Repetitive lifting | X |  |  |
| /ANStanding 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 |  |  |