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| Last updated: | September 2019 |

**JOB DESCRIPTION**

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| Post title: | **Residential Services Customer Service Assistant** | | |
| School/Department: | Residential Services | | |
| Faculty: | Student Experience Directorate | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2a |
| \*ERE category: | n/a | | |
| Posts responsible to: | Residential Services Supervisor (L3) | | |
| Posts responsible for: | None | | |
| Post base: | Office-based | | |

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

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | Responsible for welcoming and attending to students, residents and other customers and to provide advice and support. | 25% |
|  | Undertake a variety of routine activities and administrative processes in accordance with written procedures and standards within the team. | 15% |
|  | Responsible for the secure handling of a variety of confidential items (e.g. post, keys, personal identification items) for customers. | 15% |
|  | To provide information about and signposting towards services and/or deal with general enquiries within Residential Services and the University, referring the enquiry on to a specialist service for resolution if required. | 10% |
|  | Provide assistance to the team in managing fire alarm situations. | 10% |
|  | To make accurate and effective use of computerised office systems to create and revise documents, analyse data and communicate with colleagues and external customers. | 5% |
|  | To provide information to customers with regard to initial service applications and completion of documents. | 5% |
|  | To complete purchasing and sales processes, maintaining stock inventory as required. | 5% |
|  | The post holder is expected to plan own work activities to contribute to the achievement of departmental objectives and maintain and/or improve efficiency. | 5% |
|  | 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   * Student Body * All Student Services * Professional Services * Faculties   External   * 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 |
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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. 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 during the summer, including most weekends in September. * 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 * Comfortable with the physical aspect of post and parcel handling * Agree to wear supplied uniform when working to present a professional corporate image. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds, with some relevant work experience.  Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.  Experience of working in a busy customer service environment  Ability to produce clear, accurate and concise written documentation. | General knowledge of Higher Education environment  Experience of handling money or other financial transactions | Application  Application  Application  Assessment Task |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Able to plan own work schedule effectively, working independently when needed. |  | Interview  Interview |
| Problem solving and initiative | Able to solve a range of problems by responding to varying circumstances, whilst working within standard procedures.  Ability to use own initiative to answer queries after training in standard procedures. |  | Assessment  Task  Interview |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others.  Ability to adapt well to change and service improvements. |  | Interview  Interview |
| Communicating and influencing | Able to engage with a variety of stakeholders including residents, contractors and professional support services.  Able to seek and clarify detail.  Able to explain procedures and provide assistance where necessary.  Ability to demonstrate own duties to other colleagues as required.  Able to appropriately handle difficult situations with customers in accordance with procedures and signpost accordingly. |  | Application  & Assessment task  Interview  Interview |
| Other skills and behaviours | Excellent command of the English language | Able to understand cultural diversity.  Ability to speak a second language. | Interview  Application |
| Special requirements | Working hours include rota pattern to cover evenings, with occasional 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 |  | 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 |  |  |  |
| 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 |  | x |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  | x |  |
| Repetitive reaching at shoulder height |  | x |  |
| Repetitive reaching above shoulder height |  | x |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  | x |