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Job Description

Post title:Customer Service Supervisor

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Standard Occupation Code: Not applicable

School / Department: Residences, Sport & Community Services

Faculty / Directorate: Estates and Facilities (E&F)

Job Family: Community and Operational (CAO)

Grade: Level 2b

ERE Pathway (if applicable): Not applicable

Post reporting to: Assistant Customer Service Manager (L3)

Post line report(s): Reception Assistants (1B) Customer Service Assistants (2A)

Post base location: Campus **:** Office-based

Job purpose: The role holder will assist with supervision of a team of customer service staff to deliver a study conducive, social environment at university halls for residents, in line with the Halls Regulations and relevant University policies and procedures.

Support, and deputise for, the Residences Assistant Customer Service Manager to ensure that as an integral part of a team, all operational functions are well coordinated, including maintenance, customer support, health and safety, compliance, stock management and staff training.

## Key accountabilities and indicative time allocation:

1. **25%**

Assist in the delivery of a quality customer facing service within area of responsibility. Triaging incoming customer requests and approving jobs as per set SLA. Ensuring internal jobs for the reception & post room staff are completed per targets, prioritising any issues for investigation/escalation. Be a knowledgeable point of contact for internal and external customers

1. **25%**

Effectively engage with students face to face and via the ServiceNow VTB, be a point of escalation for informal complaints making sure all customer service interactions are logged on the University CRM system, escalating those that are unresolved to the site Assistant Manager. Collate and escalate appeals from inspections and student damage, following the process to administer warnings and fines.

1. **20%**

Complete handovers, actioning any outstanding items. Follow up on actions from incident reports and fire alarms, check reception teams are completing tasks from action trackers. Overseeing management of student post deliveries. Ensure all routine H&S checks and site inspections have been completed per agreed deadlines (staff areas, legionella flushing, external building checks, room inspections etc). Maintain stock, ensuring usage across sites is controlled and order additional equipment when required.

1. **15%**

Line manage a team of customer facing staff, monitoring progress via the annual review process. Deliver positive engagement and clear goal setting via regular 1:1s, appraisals and team meetings. Support with all residential sites having sufficient staffing levels, assist in facilitating the recruitment of permanent and temporary staff when required. Ensure the team adhere to University Health and Safety standards, review method statements, risk assessments, delivering health & safety specific toolbox talks and monitoring dashboards. Cover receptions when required.

1. **10%**

Assist with overseeing site Planon jobs and engage with internal and external stakeholders to ensure active consultation and feedback is obtained (e.g. Maintenance contractors, couriers & Occupancy), to ensure students are kept updated on jobs or delays to works, escalating large delays to site Assistant Manager.

1. **5%**

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 post holder.

Internal and external relationships:

Internal

* Student Body
* Student Services
* Professional Services

External

* Students’ Union
* Suppliers and Contractors
* Members of the Public/Community Groups

Special requirements:

* Primarily based at one location but might be required to work from a variety of campus locations or visit students at various halls sites or on campus
* The ability to travel to multiple locations across Southampton and Winchester dependant on hub site
* The post holder is expected to work flexibly to provide support at peak weekends throughout the academic year. This will include weekend working for events such as open days, visit days and student departures and arrivals.

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

Practical knowledge and experience in a relevant operational discipline. Practical knowledge may have been gained through some or all of the following:

* + Relevant work experience
	+ Vocational training
	+ Formal qualification(s) equivalent to Level 2 or 3 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. AS or A Level, intermediate or advanced apprenticeship, or Level 2 or 3 award, certificate, diploma, NVQ.

Desirable

Experience of working relevant field, e.g. residential accommodation in HE, property management, lettings

**Teamwork and Communication**

Essential

* Contributes to team effectiveness by sharing information and supporting others.
* Ensures any supervised staff are clear about their role and responsibilities.
* Explains procedures and provides assistance to others.
* Seeks and clarifies detail as required.

Desirable

Line management experience in a similar industry

**Planning, Organisation and Resource Management**

Essential

* Demonstrates good knowledge of the role and its context.
* Effectively organises allocated work activities.
* Assists the organisation of non-standard work activities and events.

Desirable

Actively seeks out opportunities to organise and plan events

**Problem Solving and Initiative**

Essential

* Solves problems and adapts to changing circumstances within established practices and procedures.
* Ability to identify and solve problems using judgement and initiative to tackle situations in new ways

Desirable

Able to seek guidance and support for more complex problems

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Occasionally <30% Time

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Occasionally <30% Time

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Occasionally <30% Time

Prolonged Standing or Sitting **^** Occasionally <30% Time

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Occasionally <30% Time

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

 - I take personal responsibility for my own actions and an active approach towards my development.

 - I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

 - I demonstrate pride, passion and enthusiasm for our University community.

 - I demonstrate respect and build trust with an open and honest approach.

**Working Together**

 - I work collaboratively and build productive relationships across our University and beyond.

 - I actively listen to others and communicate clearly and appropriately with everyone.

 - I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

 - I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

 - I help to create an environment that engages and motivates others.

 - I take time to support and enable people to be the best they can be.

 - I recognise and value others’ achievements, give praise and celebrate their success.

 - I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

 - I identify opportunities and take action to make improvements.

 - I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

 - I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

 - I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

 - I consider the impact on people before taking decisions or actions that may affect them.

 - I embrace, enable and embed change effectively.

 - I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

 - I take time to understand our University strategy and communicate this to others.