

CUSTOMER SERVICES ASSISTANT

Job Ref: REQ180256

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Campus Services is the campus hospitality provider at Loughborough University. We provide accommodation and catering within our halls of residence and within our various food and bar outlets for students, staff and visitors.

Job Description

Job Grade

Administrative Services Grade 3

Job Purpose

The role is about using social media platforms and communication tools to provide a positive living experience to students residing in University Halls of Residence. The post holder will work with the Customer Services Assistant Manager to assist with the generation of new and engaging content that is appropriate for a range of audiences.

There are two aspects, understanding the customer issues so that the Customer Services team can be proactive in identifying and addressing any customer concerns; also offering administration support to the Student Accommodation Centre and Campus Living teams.

Job Duties:

Customer Services

- Know and understand the customer service standard and brand in order to assess if this matches customer expectations.
- Responsibility for Campus Living social media channels (i.e. Facebook, twitter, Browzer), plus constant monitoring of other University social media and digital platforms.
- To be familiar with the accommodation processes and Campus Living website to find answers to specific enquiries.
- Manage and respond appropriately to customer queries and feedback, collected from various sources such as facebook, customer feedback forms, hall roadshows, meetings, etc.
- Collate feedback and supply management team with useful analysis that they can respond to.
- Produce and administer the annual Customer Satisfaction Survey and summary report.
- Ensure that defined objectives and timescales are met, taking responsibility for designated tasks.
- Assist in planning and delivery of customer events e.g. hall roadshows, open days etc.
- Assist in co-ordination and delivery of tours for prospective students visits.
- Assist with the production of promotional material and information for posters, flyers etc.
- Assist Customer Services, Student Accommodation Centre and Campus Living teams with reception, administration and office duties.
- Assist Customer Services Assistant Manager in the investigation and response to enquiries and complaints to the Campus Living Customer Services email.

Communication and Networking

- This is a key part to this role, the role holder must be able to:
- Play a lead role in fronting our social media tools, ensuring the latest information and updates are circulated to our customers.
- Answer queries and complaints in a polite, customer friendly manner - being attentive and sympathetic to the customers' needs.
- Be confident to respond appropriately to enquiries in an efficient and courteous manner, using initiative to ensure that all enquiries are fully resolved.
- Be proactive in recognising current trends and issues, identifying potential solutions.
- Identify and assist in the update of information, posters and announcements in our Halls of Residence.
- Be a communication link with the Hall Chairs, FREEC reps and students in hall.
- Keep up to date with the latest communication media tools, suggesting new ideas and initiatives where appropriate.
- Promote Campus Living services including retail outlets to all University customers.
- Represent the University in a professional manner at all times.

Health, Safety, Hygiene, Environmental and Legal

- Be fully aware of fire evacuation procedures.
- Be responsible for the security of all office areas during opening times and on closure.
- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures
- Ensure that your whereabouts and safety is communicated to internal staff members when out of the office.
- Be fully aware of any possible hazards whilst off site and take action to eliminate risk of harm.
- Be aware of and adhere to data protection and Housing legislation.
- Disability awareness.

Other

- Reporting to Customer Services Assistant Manager and working closely with the Accommodation and Customer Services Manager
- Regular contact will be expected with:
 - Students in halls, covering all diverse groups
 - Student Accommodation Centre team, catering and halls operations and campus services teams
 - Other university departments i.e open day team
- Duties will include visiting other Campus locations
- Any other duties that may be reasonably determined with the Accommodation and Customer Services Manager

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Due to the nature of the work it may not be possible to take annual leave at crucial times within the accommodation process. It may be required of you to work weekends and outside of office hours.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of creating original and engaging content for social media, web and other digital channels	1,3
	Working in a customer facing environment	1,3
	Further/Higher Education study	1
Skills and abilities	Excellent communication skills. Ability to relate to students, colleagues and senior managers, face to face and through other mediums	1,3
	The ability to write professional, appropriate content that is relevant to the target audience	1,2,3
	Proficient in IT packages within an office environment including Microsoft Office (Word, Excel and Outlook)	1,2,3
	Experience of dealing with multiple priorities and working to tight deadlines	1,3
	Courteous and polite at all times, able to listen, understand and remain impartial	1,3
	The ability to use initiative and work as part of a team	1,3
Training	Willingness to undertake further training if and when required	1,3
	Willingness to adopt new procedures as and when required	1,3
Qualifications	4 GCSEs in English and Maths (Grade A-C) or equivalent	1
Other	Expected to wear Organisation Corporate wear whilst on duty	3
	Be flexible in working hours and prepared to work some evenings or weekends at peak times of the year	1,3
	Avoid arranging holidays during specified busy periods as specified at interview	3

Desirable Criteria

Area	Criteria	Stage
Experience	Loughborough Undergraduate study	1,3
	Experience of hall student life and culture at Loughborough	1,3
	Experience of student university representative groups	1,3
	Experience of working in Customer Service and office environment	1,3
	Experience of collating feedback and analysing results	1,3
Skills and abilities	Ability to resolve or escalate customer queries/problems appropriately	1,3

	Ability to effectively network with LU student groups	1,3
	Ability to represent the organisation at promotional events	1,3
	Ability to promote a positive team environment	1,3
	Able to prioritise own workload effectively	1,3
	Competent in using Excel and Powerpoint	1,3
Qualifications	A Level standard or equivalent	1,3
	Degree relevant to Communication and Media Studies	1,3

Conditions of Service

The position is offered on a permanent, full-time basis. Salary will be on Administrative Services Grade 3, salary band £16,983 to £19,305 per annum, at a starting salary to be confirmed on offer of appointment. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Katrina Burbank, Customer Services Assistant Manager by email at: k.burbank@lboro.ac.uk or by telephone on: 01509 222257

Applications

The closing date for receipt of applications is **Monday 23 April 2018** Interviews will be held on **3 & 4 May 2018**.