

## Customer Service Assistant

**Job Ref:REQ230267**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### Job Description

**Job Grade:** Administrative Grade 3, 1 FTE

#### Job Purpose

To provide a professional and excellent support service for the Campus Partners and Visitors to the various LUSEP reception locations, to include front of house duties and general administrative services.

Reporting to the Facilities Business Operations Officer the post-holder will be expected to lead on nominated areas and work flexibly across other areas commensurate within their grade as and when business needs require.

#### Duties and Responsibilities:

- To maintain an excellent working relationship with the Campus Partners within LUSEP, their visitors and colleagues within Estates and Facilities Management.
- To deliver an efficient administration and customer service provision to the Campus Partners within LUSEP.
- To ensure a quality customer experience is maintained and meets the demands of the Campus Partners within LUSEP.
- To deliver high standards of customer care and building management and maintenance, utilising the tools used by the Estates and Facilities Management Helpdesk.
- To co-ordinate all repairs, maintenance requests, defects, and alterations to the buildings by passing through the relevant channels and ensuring that works are carried out to a satisfactory outcome, managing the communication with the Campus Partners about the Schedule of the works.
- To ensure that Security and Health and Safety protocols are adhered to.
- To support the meeting room facilities across LUSEP by maintaining a booking system and undertaking room preparation.
- To provide cover for other administrators within Estates and Facilities Management during periods of staff absence across several different locations. In the event of an emergency to take initiative and to ensure the desired outcome is achieved in an effective manner. Must be prepared to work outside of core hours if the need arises.
- To effectively disseminate telephone calls, e-mails, and other requests to and from the Campus Partners of LUSEP.
- To undertake general administrative and clerical duties.
- To understand and implement Health and Safety policies and requirements for yourself and others, commensurate with your level of responsibility within the Department to enable you to discharge your other duties and responsibilities safely.
- To undertake such other duties as may be reasonably requested with the nature and level of the business requirement.

- To assist in the administration of processing and issuing swipe cards for the various areas on Campus. To maintain various databases for access control.
- To develop and maintain a professional and supportive working relationship with colleagues within Estates and Facilities Management and the wider University and to collaborate with them effectively.
- To fully engage in and support the process for annual Personal Development Reviews (PDR's) and to proactively undertake any training and personal development identified through the PDR process.
- Undertake additional duties as requested by the Facilities Business Operations Officer, and in response to the changing needs within the Department or wider University.

### **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.

It is expected that annual leave will be arranged to fit with the requirements of the role and the activities taking place in the wider team.

### **Special Conditions**

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 and Procedures.

All staff should hold a duty and commitment to always observing the University's Equality and Diversity Policy and Procedures. Duties must be carried out in accordance with relevant Equality and Diversity legislation and University Policies/Procedures.

### **Organisational Responsibility**

The role holder will report directly to the Facilities Business Operations Officer

## 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 working in an administrative role.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Previous relevant experience of working in a busy customer focused reception environment.	1,3
Skills and abilities	Highly professional and flexible with excellent interpersonal skills.	1,3
	Demonstrate resilience and ability to plan and prioritise, work on own initiative, and deal effectively with simultaneous demands.	1,3
	Proven ability to review, develop and implement new or existing processes.	1,3
	Confident and proactive with excellent organisational skills.	1,3
	Ability to build good relationships. Positive, enthusiastic, and highly motivated.	1,3
	Able to work with accuracy and attention to detail and maintain confidentiality.	1,2,3
	Competent IT skills; excellent use of Microsoft Office and Outlook.	1,2,3
Training/ Development	Able to demonstrate an ongoing commitment to training and personal development.	1,3
	A willingness to undertake further training and development as necessary, and to adopt new procedures as and when required	1,3
Qualifications	A level education or equivalent.	1,3
Other	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity policy.	1,3

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative procedures and processes.	1, 3

## Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 3, £20,863 to 22,630 per annum at a starting salary to be confirmed on offer of appointment.

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, where operational needs allow, 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/>