Loughborough University

Customer Services Assistant
Job Ref: REQ240297

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 Services Grade 3

Job Purpose

To work as part of a busy 'front of house' team providing a first-class customer service to students, staff and external visitors requiring print, post, or parcel services. To have a hands-on role in the operations relating to these services.

Job Duties

- Serve on the front of house counter providing first line support for all requests for print, post, and logistic services

- Undertake all sales transactions, handling cash and internal transfers via the till, as well as cash up and associated end of day processes

- Monitor the Online Shop and process orders within agreed turnaround times

- Maintain a general awareness of work being undertaken through Creative and Print Services to deal with enquiries arising accurately and quickly from telephone calls or personal visits to the department

- Offer help, advice, and support to customers on services available, in print, post and logistic services demonstrating a sound level of technical knowhow

- Process digital files to the satisfaction of the customer

- Receive internal and external telephone calls, email messages and other requests for work

- Support the Post and Logistics Team with the processing of incoming mail, parcels, and collection services as workload demands

- Undertake mailing preparation and other finishing activities as required

- Ensure that the reception area is well maintained in a clean and tidy condition.

- Support the development of the Online Shop, contributing customer requests and ideas

- Attend relevant meetings to support standard work activities

- Support cross department projects, offering input as required

- Undertake any other duties as may be required

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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.

This role requires flexibility and the ability to adapt to a changing work environment. This may involve out of hours and weekend working.

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 & Procedures.

All staff should hold a duty and commitment to always observing the University's Equality & Diversity policy and procedures. 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.

Organisational Responsibility

Reports to the Senior Customer Services Assistant
Deputise for Senior Customer Services Assistant

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	Previous experience of working in a customer service environment	1,3
	Experience of using a till system and supporting cash up	1,3
	Experience of operating trolleys, Yorks, and pallet trucks	
Skills and abilities	Good working knowledge of IT applications including Microsoft Teams, OneDrive, and Office solutions.	1,2,3
	Ability to deal with customers and colleagues on a regular basis and in a friendly and approachable manner, dealing with routine queries, explaining procedures, and demonstrating systems and/or services.	1,2,3
	Good organisational skills	1,2,3
	Demonstrates enthusiasm and proactivity	1,2,3
	Ability to work with confidential information, using tact and discretion	1,3
	Ability to assess routine problems and use experience or consult procedures to determine the most appropriate action.	1,2,3
	Flexible and able to adapt to a changing work environment	1,3
	Ability to work under pressure and to fixed timescales	1,3
	Ability to multitask, prioritise workload and use initiative	1,3
	Excellent attention to detail	1,3
Training	Willingness to undertake further training to adopt new procedures as and when required.	1,3
Qualifications	GCSE standard of education, including grade 4/C or equivalent in Maths and English.	1,3
Other	Commitment to always observing the University's Equal Opportunities policy	1,3
	Requirement to work flexibly, as part of a rota, and occasionally outside of the normal opening hours of 9am to 5pm, Monday to Friday	1,3
	Working locations will be flexible and varied	1,3
	This is a physical and active role.	1,3

Desirable Criteria

Area	Criteria	1,3
Experience	Work experience in a print, post, and logistics environment	1,3
	Experience of working without direct supervision	1,3
	Experience of an e-commerce solution	1,3
	Experience of using a web to print solution	1,3
	Experience of using an enquiry handling system	1,3
Qualifications	A relevant vocational qualification, NVQ 2 or above	1,3

Conditions of Service

This position is PART TIME (0.4 FTE) and OPEN-ENDED.

Salary is on Administrative Services Grade 3, £22,011 to £23,144 per annum. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment, details of which can be found here.

The University is committed to enabling staff to maintain a healthy work-home balance and has several family friendly policies which are available here. Flexible working options, including job share arrangements, will be considered