

## **Message from the Director of Estates and Facilities Management**

*Dear Colleague,*

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

*Graham Howard*

## Job Title: Customer Services and Accommodation Officer

Job Ref: REQ260027

| General Details       |  |
|-----------------------|--|
| Job Title:            | Customer Service and Accommodation Officer                     |
| Professional Service: | Student Accommodation Centre – Estates & Facilities Management |
| Location              | Loughborough University  |
| Tenure:               | Open ended   |
| Hours/FTE             | 37 hours per week  |
| Grade/Salary          | Administrative Service Grade 4                                 |
| Holiday               | 22 days plus bank holidays and University closure days         |
| Pension               | Automatic enrolment into the Local Government Pension Scheme   |

| Job Purpose  |
|--|
| <p>This role will also be responsible for providing shared support to the Student Accommodation Centre reception on a rotational basis, providing professional advice and support to prospective students and their parents. Flexibility will be required to provide additional support to other areas of the Student Accommodation Centre during busy periods, including supporting with the annual allocations period to ensure maximum hall occupancy.</p> <p>Reporting to the Customer Services Manager, the postholder's primary role will focus on enhancing the experience of Students who reside in University Halls of Residence; they will act a main contact for customer feedback and complaints resolution; work closely with the Customer Services Manager and Marketing Co-ordinator to develop interesting and interactive material for annual events held in Halls of Residence; generate engaging content for the Student Accommodation Centre's social media platforms and communication tools to provide a positive living experience and up to date information for Students living in Halls.</p> |

| Management & Supervision |                           |
|--------------------------|---------------------------|
| Reporting to:            | Customer Services Manager |

| Responsibilities  |
|---|
| <p><b>Customer Services</b></p> <ul style="list-style-type: none"> <li>• Develop and demonstrate a strong customer-oriented focus that will facilitate and address the needs of customers</li> <li>• Act as a key contact for Hall Chairs, Committee and Students in Halls, and provide professional and helpful assistance at all times</li> <li>• Develop a contextual understanding of the University's accommodation provision and the information made available on its digital platforms, which can be applied in the role</li> <li>• To support the Customer Services Manager in developing effective customer feedback opportunities; assist in the planning, arrangement and delivery of Hall roadshows, and the annual Customer Feedback Survey; collate feedback and undertake initial analysis for reporting back to Section Managers.</li> <li>• Continuously review current means for collecting customer feedback and suggest alternative methods to collect feedback from different student groups throughout the year</li> <li>• Assist in the production and distribution of posters, flyers and other materials to promote the Halls of Residence and encourage uptake from returning Students.</li> </ul> |

- Maintain up to date skills and knowledge in the use of social media platforms; monitor and respond to activity on the section's social and digital media; manage enquiries and complaints in a timely manner.
- Investigation of complaints received via the Customer Services email address, and work closely with the Customer Services Manager to find appropriate resolution to reported issues
- Assist in supporting arranged tours of Halls for prospective Students, as part of the University's Open Days and School Visit Days
- In conjunction with other colleagues, contribute to the timely review of the Service on an annual basis to reflect feedback from customers and changing priorities of the University
- Review the content of all digital material at key times and suggest improvements to ensure we stay up to date with the requirements of students
- To continually review and make any necessary suggestions for improvements to the Student Accommodation website.
- To benchmark the University student accommodation services against other leading universities and identify any key trends.

## **Allocation of Accommodation**

- Develop a detailed knowledge of the processes associated with the allocation of rooms in Student Halls; develop proficiency in the use of IT systems which support the allocation of rooms
- At key points in the Accommodation cycle, take shared responsibility with accountability to the Senior Accommodation Officer
- Assist prospective Students in making informed choices from the available rooms in Halls; ensure appropriate correspondence, contractual and legal information is provided.
- Process and record the transfer of students between rooms and withdrawal of students from Halls in accordance with Licence Terms and Conditions.

## **Other**

- Provide shared support for the Student Accommodation Reception, on a rotational basis; opening and closing the office, providing professional advice and support for enquiries from Students and Parents received by email, phone and in person, ensuring that enquiries are dealt with in a timely manner
- Work alongside colleagues to solve queries and escalate to the relevant managers when required
- Communicate with colleagues to ensure that additional staff are involved in answering emails and phone calls at times of high volume
- Assist in the revision and improvement of processes to enhance the experience of Students
- Fully participate in the University's Performance and Development Review (PDR) process; engage with agreed objectives, and undertake training and development as requested by the Customer Services Manager in conjunction with the Senior Accommodation Officer.
- Undertake other responsibilities commensurate with the position and grade as required

## **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.

## Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

## Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/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/>

## 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 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.

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.

## Organisational Responsibility

The role holder will report directly to the Customer Services Manager.

## 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   |
|                      | Relevant work experience within a customer facing role  | 1,3   |
|                      |   |       |
| 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 |
|                      | Motivational skills – be able to promote a positive team environment and be a strong team player                                      | 1,3   |
|                      | Proficient in IT packages within an office environment including Microsoft Office (Word, Excel and Outlook)                           | 1,2,3 |
|                      | Ability to cope with some high-pressure periods whilst maintaining reasonable tact and diplomacy                                      | 1,3   |
|                      | 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   |
|                      | Proven ability to spot and respond to communication and marketing trends  | 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       | A Level standard or equivalent including GCSE in Maths and English  | 1     |
| Other                |   |       |
|                      | 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 the UCAS Application cycle                                    | 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   |
|                      | Able to deliver presentations and promotional events to potential customers | 1,3   |
| Qualifications       | Good honours degree or significant experience                               | 1,3   |

#### Informal Enquiries

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