

Job Description

Job title:	Customer Services Administrator
Department/School:	Estates
Grade:	4
Location:	University site, primarily Claverton Down campus

Job purpose

The post holder will work closely with other staff in the Estate's office and Workshops to provide administrative support. The post is challenging and involves dealing with a wide range of matters in support of the various functions of the Department of Estates.

Source and nature of management provided

Estates Helpdesk Supervisor

Staff management responsibility

None

Special conditions

There will be the need for flexible working on two or three occasions during the year to cover for Open Days and student in-take weekends. Flexibility is required to ensure helpdesk is covered at all times (08:00-17:20) between the team.

Admin support	
1	As a member of the team, to support members of the Department with typing, photocopying, printing, scanning, circulating and compiling documentation.
2	With colleagues, assume responsibility for the opening and distribution of the post on a daily basis.
3	Provide hospitality for meetings
4	Become familiar with the University's and Estates room booking system.
5	Become familiar with the audio-visual equipment used by the Department of Estates so that assistance can be given at meetings when asked by colleagues.
7	Administer the department's internal training database
8	Take minutes of various meetings on behalf of Estates.
9	Keep departmental documents up to date such as telephone lists and contractor information leaflets
10	Manage a range of office supplies and equipment.
11	Issue and add new keys / create reports using the Estates key management system
12	Regularly review, update and create new documents in the Customer Services office manual
13	Book/administer training courses

Communication	
14	Inform building users and other interested parties regarding interruptions to estates services e.g. power & water shutdowns etc.
15	Manage (create, edit and update) web pages on a regular basis

Helpdesk	
16	Part of the team providing a facilities management service every day between 8.00am and 5.20pm.
17	Monitor and process work requests throughout the day, via the 'Report A Fault' system, Agresso, telephone and email.
18	Use excellent customer service skills to ensure that the Helpdesk is seen as a professional, responsive facility.
19	Build strong relationship and liaise with the Estates Workshops/Accommodation and other University departments on a regular basis.
20	Manage multiple email accounts and respond to enquiries liaising with relevant staff within the Department.
21	Be knowledgeable about the departments various SLA's

Reception	
22	Answer the Department's Reception hatch.
23	Respond to queries from visitors and be willing to assist in answering their questions.
24	Direct visitors to their destination, both within Estates and to locations around the campus.

Procurement	
25	Competently follow purchasing procedures using Agresso and/or Marketplace and online purchases.
26	Monitor stock levels and place orders for office consumables, travel and car hire.

Web	
27	Manage (create, edit and update) web pages on a regular basis.

Contractors	
28	Facilitate contact between the visitor and his/her Estates' contact.
29	Assist with the signing-in of contractors when requested to do so.
30	Give guidance to contractors about the campus and contractor compounds when required.
31	Issue keys when requested to do so by a member of Estates' staff.
	Liaise with Access Control (Security) to issue access cards
32	Explain and facilitate parking on campus when appropriate.

Quality Management	
36	Administer the departments BSI IS09001 Quality Management System (including Auditing)

Events	
37	Facilitate and represent the team at internal events such as Suppliers Expo

The postholder may be required from time to time to undertake other duties of a similar nature as reasonably required by the Department's management or work in other parts of the University Estate.

Person Specification

Criteria	Essential	Desirable
Qualifications		
A good standard of education	✓	
Relevant administrative/ secretarial qualifications	✓	
Experience/Knowledge		
Proven experience in an administrative role	✓	
Experience of working in a busy, diverse environment		✓
Evidence of team working		✓
Experience of updating web pages		✓
Experience of working with conflicting priorities		✓
Skills		
Good working knowledge of Word, Excel, Powerpoint	✓	
Good organisational and time management skills	✓	
Good communication skills, both written and oral, with a high level of accuracy and attention to detail	✓	
Attributes		
Ability to work calmly under pressure	✓	

Ability to plan and organise a reactive workload	✓	
Competent, conscientious and motivated	✓	
Customer focussed with a friendly and helpful attitude	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.