

Customer Experience Colleague – Estates Services – Grade E

Job Description

Purpose

As a member of the Ground Floor Team act as an ambassador for the University, providing an excellent and engaged first point of contact service for visitors and customers. Pro-actively engage with internal and external customers, ensuring a positive experience through exceptional customer service.

Model the mission and objectives of the University in all dealings with our customers.

Duties

1. Deliver a professional front of house service with a focus on providing a consistently high level of customer experience and service at all times.
2. Understand, respond to and use initiative to solve enquiries by phone, email or in person, referring issues beyond personal resolution to the appropriate School/Service.
3. Book in and issue passes to guests and contractors, ensuring compliance with internal procedures.
4. Liaise with academic and professional service staff to develop an internal knowledge base of contacts and expertise to support the effective management of queries.
5. Develop a broad understanding of the University's courses and services, infrastructure and resources to deliver an effective and seamless customer service.
6. Identify external resources, organisations, businesses and contacts, signposting these to customers as appropriate. Develop and maintain external relationships accordingly.
7. Provide effective administrative support which may include: Maintenance of records and documentation, copying and filing, opening and distributing mail and messages on behalf the team, monitoring stationery stocks, supporting with room bookings, refreshment ordering, car-parking and transport arrangements.
8. Contribute to maintaining the high-quality, internal appearance of the building via visual audits, ensuring any media displays are current, watering indoor plants displays, requesting cleaning or maintenance services and reporting any issues as appropriate.
9. Be aware of all relevant emergency and evacuation procedures, maintaining front door security and reporting any suspicious activity.
10. Ensure Health and Safety procedures are adhered to in the area of work including knowledge of weekly compliance procedures (i.e. weekly fire alarm testing).
11. Undertake any other duties commensurate with the role and grade as may be determined by the line manager

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of providing excellent customer service in a busy and varied environment; communicating and engaging with different audiences (Application/Interview)
- Experience of using IT systems or database applications for the management of information/data. (Application/Interview)
- Experience of working in sensitive and confidential situations (Application/Interview)
- A range of GCSEs including English Language and Math (minimum grade C/ Grade 4) or appropriate equivalent, or significant experiential learning (Application)
- Enthusiastic attitude and willingness to deliver successful customer service (Application/Interview)
- Ability to communicate effectively with customers and colleagues both verbally and in writing (Application/Interview)
- Strong ability to take initiative, set priorities, and work independently while maintaining efficiency under tight deadlines. Proven track record of performing consistently under pressure in demanding environments (Application/Interview).
- Ability to engage with guests and have meaningful conversations (Application/Interview)
- Strong ability to display empathy and understand customer needs and emotions, coupled with proven competence in handling difficult situations while remaining calm under pressure.(Application/Interview)
- Understanding and commitment to the aims of the Diversity Agenda (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in an HE environment (Application/Interview)
- Demonstrable experience of current administrative/clerical practices in a busy office environment (Application/Interview)
- A Level or equivalent qualifications (Application)
- Multi-lingual (Application/Interview)