**Job Description**

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| **Job title:** | **Customer Services Administrator** |
| **Department:** | **Campus Infrastructure** |
| **Grade:** | **4** |
| **Location:** | **University site, primarily Claverton Down campus** |

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| **Job purpose** |
| The post holder will work closely with other staff in the Campus Infrastructure’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 Campus Infrastructure. |

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| **Source and nature of management provided** |
| Campus Infrastructure Helpdesk Supervisor |

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| **Staff management responsibility** |
| None |

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| **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 (08:00-16:20) between the team. |

| **Main duties and responsibilities** | |
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| **Admin support** | |
| **1** | As a member of the team, to support members of the Department with typing, photocopying, printing, scanning, data entry, 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 Campus Infrastructure room booking system. |
| **5** | Become familiar with the audio-visual equipment used by the Department of Campus Infrastructure so that assistance can be given at meetings when asked by colleagues. |
| **7** | Administer the department’s internal training database (back up support) |
| **8** | Take minutes of various meetings on behalf of Campus Infrastructure. |
| **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 Campus Infrastructure key management system |
| **12** | Regularly review, update and create new documents in the Customer Services office manual |
| **13** | Book/administer training courses (back up support) |
| **Communication** | |
| **14** | Inform building users and other interested parties regarding interruptions to Campus Infrastructure services e.g. power & water shutdowns etc. |
| **Helpdesk** | |
| **16** | Part of the team providing a facilities management service every day between 8.00am and 4.20pm. |
| **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 Campus Infrastructure 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 Campus Infrastructure 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, IT equipment, 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 Campus Infrastructure’ 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 Campus Infrastructure’ staff. |
| **32** | Liaise with Access Control (Security) to issue access cards |
| **33** | Explain and facilitate parking on campus when appropriate. |
| **Quality Management** | |
| **36** | Administer the quality management system (when active) |
| **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**

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| **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 | ✓  ✓  ✓  ✓ |  |

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| **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. |