

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
-

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 873461/873521/874588) for help.

Closing Date: 21 August 2018

Interviews are planned for: 7 September 2018



JOB DESCRIPTION – Job ref REQ01696

Job Title and Grade:	Business Support and Helpdesk Advisor Grade 4
Contract:	Permanent, Full-time
Hours:	36 hours per week
Salary:	£18,777 - £21,585 per annum
Department/Section:	Estates and Campus Services
Responsible to:	Director of Estates and Campus Services
Reports on a day to day basis to:	Business Support Manager
Purpose of job:	To work as a member of the Business Support and Helpdesk team within the Customer Services sub section of Estates and Campus Services. To assist with administration, communication activities, customer service and with the day to day operation of the Estates Helpdesk.

Duties of the Post:

The main duties of the post will include:

1. Under direction of the Business Support Manager, provide general administrative support for the Business Support and Helpdesk team in relation to customer service, communications and works instruction.
2. To assist and support the team to deliver effective and timely communication of Estate Management activities to stakeholders.
3. Provide support for internal communications activities, including contributing to the monthly newsletter.
4. Answer telephone calls, emails, works instructions and visits in person and process or progress these as appropriate to the matter raised and the method of communication.
5. To work as part of a team ensuring delivery of the whole service and positively contributing towards achievement of excellent service levels and performance.
6. To ensure that all customer contacts are dealt with in a pleasant, confident and professional manner, in line with agreed processes, taking ownership to ensure effective resolution.
7. Liaise with customers, operational staff and management to resolve queries and issues.
8. Communicate effectively and work with colleagues and customers outside the section, to ensure that targets, and agreed service standards are achieved and maintained, particularly in respect of customer satisfaction, job response times and productivity, and make suggestions for improvements.
9. To assist in obtaining customer satisfaction feedback in accordance with agreed procedures, and publish the results as an aid to performance improvement.

10. Assist in the preparation of regularly scheduled reports.
11. Be familiar with and operate the University's facilities management software package, currently Planet Enterprise.
12. Assist when required with the administration of the University's car parking registration system, including receipting and banking of monies on the University's finance system.
13. Assist with administration of the University's Fleet Management System.
14. Take minutes for manager/supervisor meetings.
15. Work within the Estate Management Section as a whole, and as part of a team, supporting clerical and secretarial functions therein, sharing office routines on an 'as and when' required basis.
16. Participate in training deemed necessary by the Estate Management Section/University.
17. Any other duties as may be assigned from time to time by the Director of Estates and Campus Services or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

August 2018

PERSON SPECIFICATION

JOB TITLE: Business Support and Helpdesk Advisor

Qualifications /Training

	Essential	Desirable
▪ NVQ level 2 Customer Service or equivalent qualification/experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ GCSE's at grade A-C (or equivalent) including in Mathematics and English	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Excellent interpersonal and communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience of creating and distributing communications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Extensive experience of using Microsoft Office applications, including Word, Excel and Outlook	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous Helpdesk/Customer Service support experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working with Facilities Management Software Systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent customer service skills and high levels of initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Service orientated – have the ability to think of issues from the customer's perspective	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have the ability to handle constantly changing flows of traffic, remaining productive during slow times and multitasking during busy times whilst exercising patience and professionalism during stressful situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to handle multiple priorities while working to deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work as part of a team or independently, with minimal supervision	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience in drafting correspondence, documentation and meeting minutes, demonstrating excellent attention to detail and accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Capable of developing and maintaining relationships with all key stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have the ability to demonstrate complete discretion when dealing with sensitive or confidential matters	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Helpful and professional approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Highly service focused with a "can do" attitude	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent problem solving skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working within the Higher Education Sector	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the



successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

August 2018

ADDITIONAL INFORMATION

Estates and Campus Services

You can find more information about the department at the following link:

<https://www1.essex.ac.uk/estates/>

General information

This post is based in our Colchester Campus. The post holder will work full-time, on a rota basis across the working week, Monday – Friday between the hours of 8.00am- 5.00pm.

Informal enquiries may be made to Tamsin Newman, Business Support Manager (telephone 01206 87454 e-mail: tnewman@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

This document is produced by:

Resourcing Team
Human Resources
University of Essex
Wivenhoe Park
Colchester CO4 3SQ
United Kingdom
Tel: +44 (0)1206 873461/874588/873521
Email: resourcing@essex.ac.uk

August 2018