

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 AccessAble 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 876559) for help.

Closing Date: 6 June 2019
Interviews are planned for: TBC



JOB DESCRIPTION – Job ref REQ02714

Job Title and Grade:	Customer Service Assistant Grade 4
Contract:	Permanent, Part-time
Hours:	24 hours per week
Salary:	£19,202 - £22,017 per annum, pro rata
Department/Section:	Estates and Campus Services (ECS)
Responsible to:	Director of Estates and Campus Services
Reports on a day to day basis to:	Helpdesk Supervisor and Projects, Compliance and Customer Service Officer
Purpose of job:	To operate the Estate Management Section Help Desk as first customer/public contact point regarding the work/service performed by the Estate Management Section.

Duties of the Post

The main duties of the post will include:

1. Responsible for answering telephone calls, emails, works instructions and visits in person and process or progress these as appropriate in line with service standards.
2. To ensure that all customer contacts are dealt with in a pleasant confident and professional manner, in line with agreed processes and service standards taking ownership to ensure effective resolution.
3. Liaise with customers, operational staff and management to resolve queries and issues.
4. To escalate customer queries, such as maintenance works, to the relevant team member or manager if works cannot be allocated or completed in a timely fashion and to ensure communication with stakeholders during any period where works may be delayed.
5. Input meaningful fault descriptions and produce a variety of management information reports to assist Supervisors in identifying trends and developing appropriate strategies.
6. Communicate effectively and work with colleagues and customers, to ensure that targets, and agreed service standards across the section are achieved and maintained, particularly in respect of customer satisfaction, job response times, productivity and making suggestions for improvements.
7. To work as part of a team across the section positively contributing towards achievement of excellent service levels, operational performance and development of professional behaviours in line with the People Strategy.
8. Compile weekly outstanding job and performance reports and liaise with managers to aid decision making.
9. Obtain customer satisfaction feedback in accordance with agreed procedures, and work with relevant managers to support performance improvement.



10. Administer ECS systems such as car parking registration, receipting and banking of monies on the University's finance system, lost property and access control.
11. Be responsible for the maintenance of a record system, including issues, receipts and ordering of keys and access cards.
12. Work within the Estates and Campus Services Section, and as part of a team, supporting clerical and secretarial functions therein, sharing office routines on an 'as and when' required basis.
13. Maintain the record of staff absences due to ill health, and operate the sickness absence procedure for the Section.
14. Be familiar with and operate the University's facilities management software package, currently Planet Enterprise.
15. Any other duties as may be assigned from time to time by the Director of Estate Management 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:
<https://www.essex.ac.uk/staff/working-at-essex/uecs-staff>

May 2019

PERSON SPECIFICATION

JOB TITLE: Customer Service Assistant
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Qualifications /Training

	Essential	Desirable
▪ NVQ level 2 Customer Service or equivalent qualification or experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ GCSE at grade A-C (or equivalent) 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"/>
▪ Experience of working within the Higher Education Sector	<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 multitask 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"/>
▪ Have 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/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"/>
▪ Strong problem solving skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Open to new ideas, concepts and working practices	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK ‘right to work’ legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Highly service focused with a “can do” attitude	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Helpful and professional approach	<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>

May 2019

ADDITIONAL INFORMATION

Estate Management Section

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

<https://www.essex.ac.uk/staff/professional-services/estates-and-campus-services-section>

General information

This post is based at our Colchester Campus. Hours of work will be 24 hours spread over 5 days, Monday- Friday.

Informal enquiries may be made to Jan Long, Estate Management Helpdesk Supervisor (telephone 01206 872300, e-mails: janl@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
- Relocation support package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension 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 876559
Email: resourcing@essex.ac.uk**

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