

JOB DESCRIPTION

Function:	Administration
Position:	CUSTOMER SERVICES ASSISTANT 7.30AM-4PM/11AM-8:30PM ROTATING SHIFT PATTERN
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Accommodation and Soft Services Manager
Additional reporting line to:	Head of Operations and Residency Living
Position location:	Trinity Square Student Accommodation, Gateshead
Salary:	£12.71 per hour based on 24 Hours Per week

1. Purpose of the Job – State concisely the aim of the job.

- To deliver a high-quality customer journey to all stakeholders such as University clients, students, Sub-contractors and visitors through the provision of excellent customer service.
- To support our client in delivering sector leading accommodation services, and to support in growing and developing the reputation of Northumbria University locally and globally
- To support the wider Sodexo team as required in line with our corporate values of Service Spirit, Team Spirit and Spirit of Progress
- To deliver our award-winning Residency Living Program ensuring students are supported throughout their stay in Sodexo managed accommodation

2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager

3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Sodexo are responsible for delivering services on-site 24/7, 365 days a year, and staff will be required to support this within the realms of their roles
- Northumbria University has a student body representing over 130 different nationalities. This means Northumbria has an extremely diverse mix of cultures, backgrounds and religions. Staff need to be able to support this by delivering focused customer service that takes note of this, including where language barriers may exist, and staff should be willing to be flexible and quick thinking about how to overcome such barriers.
- Staff will come face to face with difficult and challenging situations, mentally, physically and emotionally. The post holder needs to be resilient and able to operate in these circumstances, however Sodexo provide

an industry leading 24/7 support service to staff free of charge, as well on-going support and training in how to handle these difficult circumstances.

Our Residency Living Program is at the core of everything we do and deliver on site and this role will be instrumental to its execution and overall enhancement of the student experience.

- Students living within our student accommodation have often moved away from home for the first time, and it is a completely alien experience to many, staff should be able to empathise and provide a warm, welcoming face that residents can get to know, and feel that they can approach staff in times of need.
- Staff will be required to undertake training in the governments PREVENT programme, and training will also be provided on how to identify students who are vulnerable and may require support from the University's Student Support & Wellbeing Service

4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Contribute to the development of a collaborative and inclusive culture, by sharing information and good practice with others
- Work collaboratively and maintain effective relationships with others, internally and externally to Sodexo, as appropriate to own area of responsibility
- Services are delivered in a courteous, friendly, customer focused and professional manner, maximising the student journey experience of existing and prospective residents
- To provide a welcoming reception and administration service to staff, students, guests, contractors and visitors, including but not limited to;
 1. Handling enquiries via telephone, email, social media, and computer aided facilities management platforms and face to face.
 2. Issue and control of resident, contractor and staff keys
 3. Provision of a post room service, including the delivery of post and/or parcel notifications to residents using supplied technology
 4. Input maintenance requests into an electronic CAFM system following relevant guidelines, training and policies following up with a customer satisfaction survey
- To provide an accommodation based administrative service to include, but not limited to;
 1. To apply charges to Student accounts
 2. Allocation of rooms to commercial guests and students in accordance with client guidelines, procedures and quotas
 3. Support in the delivery of customer viewings on an as required basis as well as during open days to support our client and maximise occupancy across the accommodation estate
 4. Liaise with Northumbria University Accommodation Office with regards to student applications, arrivals, course withdrawals and other matters as required.
 5. To assist in all commercial business activity
 6. Promote returner campaigns on behalf of the University to drive retention rates
- Ensure accurate information is available at all times to other staff throughout the accommodation estate.
- To support the completion of flat and room inspections, end of tenancy departure checks, pre arrival room and flat checks using our Inventory Hive software
- To provide emergency response for buildings during office hours, and whilst extremely rare, this may require out of hours support in extreme emergencies
- To support the cleaning operations on site as directed by the cleaning supervisor
- To take pride and ownership in the presentation of their sites. Respond positively to feedback by proactively reviewing processes, procedures, and practices to ensure that the needs and expectations of relevant stakeholders are met
- Support the Senior Management Team to deliver efficient services across the accommodation
- Adhere to all relevant Health and Safety Policies, challenge any unsafe behaviour and report any dangers, near misses or hazards you encounter to the Accommodation Manager
- Take ownership and accountability for your own personal development and performance
- Continually develop, innovate, and challenge the status quo to regularly renew our services in line with our student demographics expectations.
- Create and deliver an events program in line with the Residency Living objectives that will support residents and engage with students to promote a quality of life experience. Including but not limited to communication via multiple platforms, creation of newsletters and wellbeing initiatives

- Drive engagement in collecting data from surveys, focus groups and student conversations to promote continual improvement

This list is not exhaustive, and the post holder will be expected to carry out other reasonable duties from time to time as requested by management

5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Support the Sodexo team to deliver continuous improvement in customer satisfaction
- Support the Sodexo team to proactively embrace change and contribute to continuous improvement
- To strive to take ownership and accountability in day to day operations in all front of house and soft services provision

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

The ideal candidate must possess the following skills;

- Ability to prioritise own workload with minimal supervision and use of own initiative
- Ability to work quickly and calmly, especially under pressure and in emergency situations
- Experience of Data Protection, and handling sensitive issues in an appropriate manner
- Be a team worker with a flexible approach, to include the ability to request and offer support to other team members as required, including liaison with line manager
- Have excellent IT skills
- Possess good communication skills, both verbal and written, including accurate spelling and grammar and the ability to give explanations clearly
- Be self-motivated
- Have an excellent understanding of delivering a positive customer experience which may include managing complaints and dealing with sensitive situations
- Experience of working with, and the ability to empathise with people from a diverse range of backgrounds, cultures and religions
- Have experience in computerised accounting
- Take responsibility for their own learning and development
- Have excellent note taking skills
- Experience of using databases, spread sheets, social media and other computer based applications including Microsoft Office
- Flexible attitude to working on a rota basis across a 7 day operation, in addition a willingness to work overtime as and when business needs direct

Essential Qualifications

- Educated to a minimum of GCSE Grade C (or equivalent) in Maths and English
- Training in IT packages and keyboard skills

Desirable Qualifications and Experience

- Evidence of delivering innovation and engaging positively with continuous change and improvement
- Experience of working with specialist systems such as;
 - RMS and Mercury Accommodation Management Systems
 - IBM Global Maximo CAFM system

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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| <ul style="list-style-type: none">• Growth, Client & Customer Satisfaction / Quality of Services provided | <ul style="list-style-type: none">• Brand Notoriety |
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