

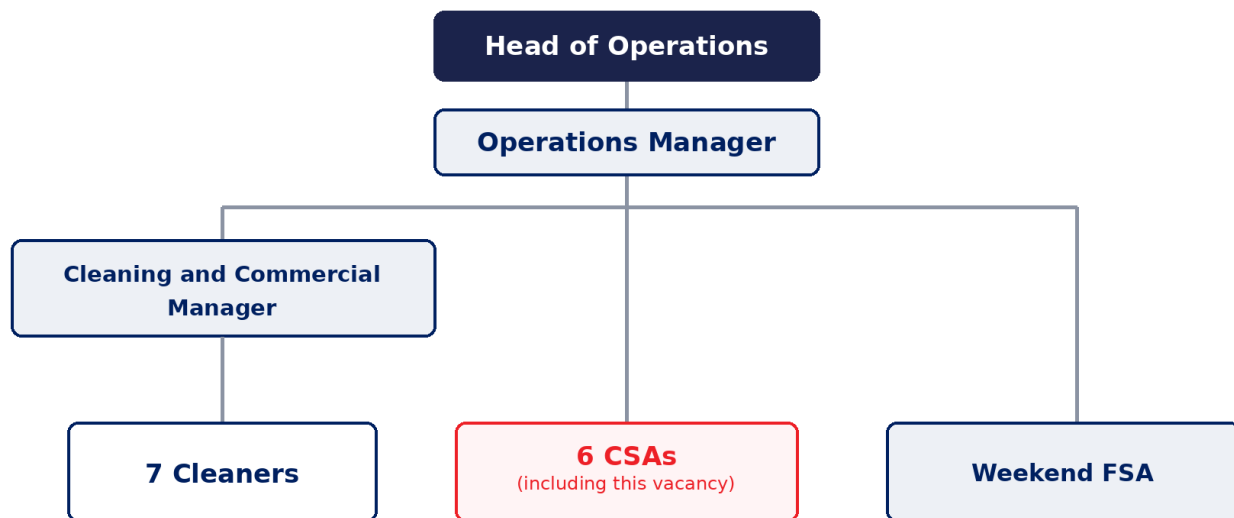
JOB DESCRIPTION

Function:	Administration
Position:	CUSTOMER SERVICES ASSISTANT – WEEKENDS (SATURDAY & SUNDAY, 07:00–19:30)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Manager
Additional reporting line to:	Head of Operations
Position location:	Trinity Square Student Accommodation, Gateshead
Salary:	£12.89 per hour based on 24 paid hours per week (30-minute unpaid break per shift)

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

- To deliver a high-quality customer journey to Northumbria University students, visitors, clients and contractors through a welcoming, professional reception service at Trinity Square.
- To take ownership of front-of-house, café and student accommodation services on Saturdays and Sundays, ensuring the site operates safely and effectively.
- To support the delivery of our Residency Living Programme and promote a positive, inclusive experience for residents throughout their stay.
- Support the wider Sodexo team through Service Spirit, Team Spirit and Spirit of Progress.

2. Organisation chart – Trinity Square reporting structure (job titles and reporting lines).



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 provides services at Trinity Square 24 hours a day, seven days a week. This role provides dedicated weekend cover and must operate confidently within agreed procedures and escalation routes.
- Our student community includes residents from a wide range of cultures and backgrounds, some living away from home for the first time. A supportive, inclusive and respectful approach is essential.
- The role involves competing demands across reception, parcels, access control, the on-site café, resident enquiries and building operations. The postholder must prioritise tasks and communicate effectively.
- Student welfare, safeguarding, incidents and emergency situations can arise without the weekday management team present. Accurate reporting, appropriate action and timely escalation are essential.

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

- Provide a professional, welcoming reception service to residents, guests, visitors and contractors, responding to enquiries face to face, by telephone and email.
- Take ownership of weekend reception and café priorities, maintaining service standards and managing workload effectively during the 07:00–19:30 shifts.
- Issue, record and control student keycards, staff/contractor keys and authorised access in accordance with site procedures; respond to lockouts and report discrepancies.
- Receive, store and process post and parcels accurately, including resident notifications and the use of the approved parcel management system.
- Record and follow up maintenance requests through approved systems such as Wando and D365 where applicable, updating residents and escalating urgent faults.
- Maintain accurate accommodation records, occupancy information, check-in and departure administration using an RMS system and other approved systems.
- Support pre-arrival checks, bedroom and communal inspections, and inventory processes using Inventory software where required and trained.
- Support open days, student viewings, commercial guest activity and key handovers in accordance with approved procedures.
- Complete scheduled reception, building and communal-area checks, report hazards or defects, and liaise with cleaning, maintenance and security teams.

- Support the operation of the Trinity Square Café throughout weekend shifts by serving customers, preparing and serving approved drinks and light refreshments, and using the till and card-payment facilities in line with training and procedures.
- Keep the café clean and tidy throughout the shift. Regularly wipe tables, counters and equipment, wash utensils, and sanitise food preparation and serving areas.
- Complete and record refrigeration and food-storage temperature checks in the café temperature log at the required intervals; report any abnormal readings or discrepancies immediately.
- Check food and drink dates during the shift, remove and appropriately dispose of out-of-date items identified, and record waste in line with the café stock-control process. Handover items requiring overnight checks to the next shift.
- Restock café supplies and consumables, including napkins, cups and cutlery, while following food hygiene, allergen and safe-storage procedures.
- Report café equipment issues, including faults with refrigeration, coffee machines or display units, through the approved maintenance system and record the details in the café log.
- Leave the café clean, tidy and secure at the end of the CSA shift, ready for the next team, with any outstanding tasks or concerns included in the shift handover.
- Balance café service with reception requirements, following agreed cover arrangements and escalating periods of competing demand.
- Provide an appropriate initial response to incidents, emergencies, student welfare and safeguarding concerns, keeping clear factual records and following escalation procedures.
- Contribute to Residency Living events, resident communications and other wellbeing or student-engagement initiatives as required.
- Maintain an accurate daily handover, recording completed tasks, incidents, outstanding issues and actions required by the next shift or weekday team.
- Observe all relevant Sodexo and University health and safety, data protection and security policies; identify and report unsafe practices, hazards and near misses.

This list is not exhaustive and the postholder may be asked to undertake other reasonable duties relevant to the role.

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.

- Deliver a consistently welcoming, accessible and high-quality resident and visitor experience at Trinity Square.
- Maintain accurate, secure records for key control, parcels, resident administration and the shift handover.
- Maintain a clean, safe and compliant café service, with accurate temperature, stock and waste records, prompt equipment reporting and effective handovers.
- Identify and escalate maintenance, safety, security and welfare matters promptly and appropriately.
- Support effective teamwork and continuous improvement in service quality and student satisfaction.

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:

- Experience in a customer-facing environment and a commitment to delivering a positive resident or visitor experience.
- Excellent verbal and written communication, with the ability to keep clear, accurate records and manage sensitive conversations.
- Confidence using email, Microsoft Office and digital systems, with the ability to learn accommodation and facilities platforms.
- Ability to organise and prioritise work with minimal supervision and remain calm in challenging or emergency situations.
- A professional, inclusive and empathetic approach to residents from a diverse range of backgrounds and cultures.
- Good judgement when handling personal information, complaints, safeguarding concerns and confidential matters.

- Reliability and availability to work the fixed Saturday and Sunday shift pattern, 07:00–19:30.
- Willingness to undertake required food safety, allergen awareness, health and safety and emergency-response training.

Essential Qualifications

- GCSE English and Maths at grade C/4 or equivalent, or evidence of equivalent competence.

Desirable Qualifications and Experience

- Experience of student accommodation, housing, university services or a busy reception environment.
- Previous café or hospitality experience, including preparing drinks, till operation and food safety practices.
- Experience of accommodation or facilities systems such as StarRez, Wando, D365, Inventory Hive or similar platforms.

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

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| • Growth, Client & Customer Satisfaction / Quality of Services provided | • Brand Notoriety |
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