**EXPERTISE**

Job description

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| Function: | Administration |
| Position:  | Guest services assistant |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | House Manager |
| Additional reporting line to: | Operations Manager |
| Position location: | Unit Based – Various Sites within Newcastle upon Tyne |

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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To deliver a high quality customer journey to all stakeholders through the provision of an excellent customer service via reception and administration services.
* 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 locally, regionally and nationally as required in line with our corporate values of Service Spirit, Team Spirit and Spirit of Progress
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point:
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*The Dimensions provide a valuable insight into the comparative weight of a job. Use this section to identify in a quantitative way the significant areas upon which the job impacts, either directly or indirectly. It provides numerical data, which give a feeling for the scope and scale of the job. Three broad kinds of quantitative data are appropriate:*

***Financial****: Indicate in terms of annual sums of money relevant magnitudes such as responsibility for budget, expenditure, operating costs, revenue generation, project costs, salary cost for subordinates. Use latest budget figures.*

***Staff****: Show the numbers reporting directly or indirectly.*

***Other****: Indicate any other magnitudes or statistical information, which helps to clarify the job, e.g. number of sites/areas supported, projects managed, area crime figures, size of the area the role supports or works within etc.*

***Points to note are****:*

*In stating a dimension do not indicate how the job holder affects that quantity, e.g. it would be appropriate for the total turnover for the organisation to appear on the Chief Executives and Head of Finance’s job's job descriptions because each of them impacts on the total budget, albeit in a different way i.e.*

 *- Accuracy of definition is more important than exactness in figures. Thus:*

 *“20010/11 costs: £409,321” would be more usefully recorded as:*

 *“20010/11 Total budget (Staff, Overheads, and Expenses): £400,000”*

*There are some jobs for which no dimensions can be provided, either because the quantities on which the jobholder has some effect seem very distant from the job, or because the figures are just not available. However, this would be unusual in a job of any seniority.*

***Example dimensions could be****:*

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| *Buildings Officer:* | *Admin Manager:* |
| *Capital Building programme 2003/4= £5m**Forecast expenditure on furniture = £200,000**Salary budget = £250,000**Overtime budget =£10,000* | *Stationary budget 2003/4 = £5,000**Salary budget = £35,000**Overtime budget = £4,000* |
| *Three direct reports and a total headcount of ten* | *Two direct reports* |
| *The 2003/4 Capital Programme includes 17 separate projects with an average project lifespan of eight months* | *Provides admin support to 30 staff based over two sites* |

Draft. Version: 27-03-2014

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| 3. 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 |
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| **4. 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.
* 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
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Support the Sodexo Management team by ensuring that the service provides a high level of stakeholder satisfaction
* Contribute to the development of a collaborative and inclusive culture, by sharing information and good practice with others
* Work cooperatively and maintain effective relationships with others, internally and externally to Sodexo, as appropriate to own area of responsibility
* Services delivered in a courteous, customer focused and professional manner, maximising the customer journey experience of existing and prospective residents
* To provide a welcoming reception and administration service to staff, students and visitors, including but not limited to;
	+ Handling enquiries via telephone, email, social media, computer aided facilities management platforms and face to face.
	+ Issue and control of resident and staff keys
	+ Provision of a post room service, including the delivery of post and/or parcel notifications to resident letter boxes as required
	+ Input of maintenance issues into an electronic CAFM system following relevant guidelines, training and policies
* To provide an accommodation based administrative service to include, but not limited to;
	+ Responding to student enquiries and applications for housing in both University and nominated accommodation
	+ Allocation of rooms to all students and visitors in accordance with client guidelines, procedures and quotas
	+ Raise invoices for rent and other charges, as well as monitor payments and resident accounts
	+ Provide support in communication with customers to include; accommodation offers, room allocations, invoicing, debt management, record keeping, data input, maintenance of spreadsheets and filing
	+ 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
	+ Liaise with Northumbria University Accommodation Office with regard to student applications, arrivals, course withdrawals, payments and other matters as required.
	+ To be responsible for receipt and reconciliation of cash and credit card payments as required, to enter sales orders onto SAP and complete all associated documentation.
	+ To maximise sales, returning business and occupancy in accommodation.
* Ensuring accurate information is available at all times to other staff throughout the accommodation estate.
* To provide emergency response for buildings during office hours, and whilst extremely rare, this may require out of hours support in extreme emergencies
* Response positively to feedback by proactively reviewing processes, procedures and practices to ensure that the needs and expectations of relevant stakeholders are met

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 |

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| 6. 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 deliver innovations to improve service delivery
* Support the Sodexo team to increase the attractiveness and occupation of Northumbria University Student Accommodation

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| 7. 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 from 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 customer care, including upset and irate customers
* 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
* Have excellent note taking skills
* Experience of using databases, spreadsheets and other computer based applications including Microsoft Office
* Flexible attitude to working, including willingness to work overtime, such as unsocial hours and weekends, especially between June and September.

***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/or Mercury Accommodation Management Systems
	+ IBM Global Maximo CAFM system

SAP – Including SAP Materials Management, UDC Payroll and UDC Billing |

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| 8. 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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