

# Customer Service Administrator

## Job Description

### The Role

<b>Job title:</b>	Customer Service Administrator (University and Conference Receptionist)
<b>Department:</b>	Commercial Services and Facilities
<b>Responsible to:</b>	Customer Services Team Leader
<b>Location:</b>	Royal Agricultural University, Cirencester
<b>Salary:</b>	Grade 4: £22,680 - £25,742 per annum / £12.46 - £14.14 per hour
<b>Term:</b>	Full-time, average 35 hours per week on a rota to include evenings, weekends and Bank Holidays (during vacation periods the hours of work may be changed by mutual agreement).
<b>Relationships with:</b>	Staff, students, customers, contractors, and other relevant stakeholders

### Purpose

The Customer Services Administrator will work as part of a team under the direction of the Customer Service Team Leader, to deliver a consistently high level of customer service and act as an ambassador for the University. They will provide and maintain a service that is fit for purpose, safe and legally compliant in order to support University strategies to positively impact the staff, student and visitor experience and fulfil Service Level Agreements.

The Customer Services Administrators will be at the heart of the University's reception provision across all University sites. This is a pivotal role at the RAU, acting as the first point of contact for visitors and callers to the University, greeting, welcoming, and directing them appropriately.

### Key Responsibilities

1. Act as the first point of contact for the University, offering a warm and professional welcome, and demonstrating equality of opportunity and respect for diversity.

2. Undertake all general reception duties, administrative tasks and operational procedures relating to the daily operations of the University receptions. Assist staff, students, customers, contractors, and other stakeholders, with queries and administration tasks.
3. Receive all incoming calls to the University, assist visitors and manage the reception email account. Respond to enquiries, complaints and other ad hoc queries. Ensure all queries are resolved or progressed quickly and efficiently.
4. As required, monitor and action the security CCTV, burglar alarms and fire alarms located within the Lodge. Instigate emergency procedures as required.
5. Coordinate requests for first aid, and report them to the Duty Officer or Duty First Aider as required. Monitor and re-fill first aid boxes. Ensure that accident and incident reports are completed on the Evau-8 system.
6. Work with the Estates & Facilities team to ensure the effective operation of car parking, access control barriers.
7. Manage residential key allocation requirements as instructed.
8. Monitor and maintain compliance with all Health & Safety legislation and all University policies and procedures.
9. Take delivery of student guns in accordance with University's Shotgun Policy and store appropriately.
10. Assist with Bed & Breakfast and conference reservations including: key allocations; check in duties; bookings; payments; preparing invoices. Act as the point of contact and provider of the internet connection instructions and charges for conference guests.
11. Sort and distribute all incoming mail and parcels. Prepare all outgoing mail for collection, including the coordination of courier services.
12. Process ad hoc maintenance requests to the Maintenance team via the Quemis system. Contact the Duty Officer as and when required and liaise with on-site staff.
13. Arrange car, mini bus and coach hire and book taxis. Check, book and confirm travel arrangements as and when required.
14. Receive and record lost property.
15. Sell products held in reception and complete daily till reconciliations.
16. Conduct site tours as and when required.
17. Compile the end of shift report ensuring that actions are dealt with or escalated accordingly and hand over to the day/night team.
18. Be willing to work flexibly to help cover team absences when necessary.
19. Carry out other duties appropriate to the grade as requested by the Customer Services Team Leader.

## General responsibilities:

- ✦ The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- ✦ All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- ✦ All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- ✦ The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- ✦ It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- ✦ All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- ✦ The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

## University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.

- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

## Person Specification

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Presentation
<b>Qualifications:</b>		
A good standard of general education to GCSE level including numeracy and literacy	E	A
Shot Gun licence (required to take delivery and storage of student guns, full training can be provided and the licence can be applied for by the University)	E	A, B
<b>Knowledge, Experience and Skills:</b>		
Excellent telephone manner	E	A, B
Strong customer orientated approach and demonstrable customer service skills	E	A, B
Excellent communication skills at all levels	E	B
Computer literate with experience in MS packages	E	A, B
Numerate with till experience	D	A, B
Ability to complete end of shift reports, input incidents and accidents in the H&S system	E	A, B
Ability to work under own initiative and be resourceful in approach to problem solving	E	A, B
Well-developed communication skills including tact, diplomacy and sensitivity	E	A, B

Ability to work effectively as an individual, as part of a team in partnership with others; pass on knowledge to others	E	A, B
Ability to develop and maintain good working relationships across the University	E	A, B

## Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website [www.rau.ac.uk](http://www.rau.ac.uk)) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to [jobs@rau.ac.uk](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role
- Closing date:** 14 July 2024 with **Interviews on:** 24 July 2024.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

**The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level**