

|  |  |
| --- | --- |
| **Job Title** | Customer Service Advisor |
| **School / Service** | Student & Academic Services |
| **Grade** | Starting from £29,798 per annum inclusive of London Weighting |
| **Location** | Docklands |
| **Contract type** | Permanent, Full Time |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**MAIN DUTIES AND RESPONSIBILITIES**

* Act as the first point of contact to all students living in UEL Halls of Residence, prospective residents, UEL colleagues and all other visitors to the Residential Life office.
* Proactively identify and address issues from residents, by prioritising wellbeing or serious issues which includes and maintain accurate records of issues reported.
* Interrogate resident record and applicable IT systems and or liaise with colleagues across UEL as required to support complex enquiries or rent account breakdowns.
* Liaise with key internal stakeholders to resolve any resident issues by maintaining clear and effective communications channels between residents, staff, and management always ensuring a high level of delivery and service.
* Assist with data collection and provide input to processes implemented in the Residential Life customer service.
* Contribute to the Customer Service Excellence Award and other relevant Customer Service initiatives.
* Assist the Residential Life Coordinator (Customer Service and Administration) to ensure service level agreements are met.
* Provide administrative support for the Summer Conferencing programme through handling enquiries, acting as first point of contact during the conference season and assisting in facilities bookings.
* Providing administrative support to the Head of Residential Life and Conduct and

the Residential Life Office, including filing and accurate inputting of data as

required.

* To take ownership of the filling cabinet, paper forms and post, control

stock levels, including marketing and stationary stock and regularly report

inventory.

* Carry out administration duties such as finalising student rent account in arrears or

credit, processing refund in accordance with the Residential Life refund procedure,

produce a rent breakdown and to provide clear explanation regarding charges

made to a student rent account in accordance with UEL’s financial regulations and procedures.

* Execute an accurate processing of arrivals and departures via Occam Room Service and SITs in a timely manner, ensuring an accurate resident list and room condition.
* Organise and minute team meeting and other meetings as requested by the Head

of Residential Life and Conduct or Residential Life Coordinator (Customer Service

and Administration).

* To support with the administration of Inspections including termly

inspections, including reporting maintenance jobs, cleaning issues, creating tasks on Room Service, and other administration support as required.

* Comply with rules and regulation concerning access to the Residential Halls, the

Data Protection Act, Health and Safety Act and other legislative requirements at all

times. And work in accordance with our equality and diversity policies.

* Undertake additional duties when required by the management team (e.g.: assisting

the Residential Life booth at the University Open Days, Open Evenings and other

promotional events) and to ensure the smooth operation of the UEL Halls of residence.

**PERSON SPECIFICATION**

**KNOWLEDGE SKILLS AND EXPERIENCE:**

**Essential criteria:**

* Experience of working in a busy office environment or higher education
* Experience of using IT systems to handle student enquiries and maintain student records (e.g. SITs:Vison, CRM)
* Broad and deep knowledge and experience of the student lifecycle, the types of student support needs encountered in Halls of Residence and UEL environment and the structures, rules, regulations and processes in place that govern provision.
* Able to manage time effectively, work methodically and prioritise busy workloads, whilst maintaining excellent attention to detail
* Experience of passing on information in an accurate and timely manner
* Excellent customer engagement skills; able to listen and communicate clearly and politely, good written skills, including the ability to negotiate and adjust information to suit the needs of different audiences.
* Able to communicate clearly, calmly and effectively under pressure and deal with conflict situations (e.g. complaints, difficult email or phone conversations)

**COMPETENCIES REQUIRED**

**Essential Criteria:**

* Able to work with minimum supervision, use own initiative and work under pressure and to meet deadlines
* Demonstrate excellent decision-making skills by prioritising information from telephone, in person, and email to Residential Life colleagues and external partners as required
* Experience of being supportive and encouraging of others in a team, developing and sharing knowledge, actively contributing to the team with a pro-active approach to delivering team results
* Clear desire to work in a customer-facing role that involves building relationships and helping people
* Motivated to develop knowledge beyond the scope of this role, and happy to undertake tasks that are normally the responsibility of a colleague, for the good of the Residential Life team
* Willing to work weekends, flexible and unsocial hours
* Positive and enthusiastic
* Able to adapt to changing demands and driven to continually improve systems and processes
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria:**

* Educated to Degree level or equivalent, relevant work experience

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!