



JOB DESCRIPTION

Job Title:	Customer Service Assistant – Graduate Placement
Salary:	Graduate Placement
School/Service:	Residential Life
Campus:	Docklands Campus
Responsible to:	Residential Life Manager
Responsible for:	N/A
Liaison with:	Schools and Services within UEL, students and prospective students, external agencies.

JOB PURPOSE:

To provide an excellent, effective and customer focused reception service in the Residential Life office. To assist in the day to day management of the University Halls of Residence and the Residential Life office.

As first point of contact for all visitors the post holder must provide a high standard of customer care at all times, respond effectively to a broad range of UEL Halls of Residence related enquiries and provide administrative support to the Residential Life Office.

This is a fixed-term 1 year contract for a UEL graduate.

MAIN DUTIES AND RESPONSIBILITIES:

1. To provide a friendly welcome to all students living in UEL Halls of Residence, prospective residents, UEL colleagues and all other visitors to the Residential Life office.
2. To respond to all enquiries by providing the required information in a professional and timely manner, either in person, by social media, phone or e-mail.
3. To provide an effective and efficient service to students living in Halls, including providing information and advice, answering the phone, transferring calls and taking/communicating messages, and to ensure the highest standard of customer care at all times.
4. To liaise and build effective relationships with, students staff and internal and external stakeholders
5. To report cleaning, security, maintenance and other issues to Residential Life colleagues as appropriate.
6. To maintain current and accurate information about the UEL Halls of Residence.
7. To take payments and assist with banking procedures for income received within the Residential Life office.
8. To provide administrative support to the Residential Life Manager and the Residential Life Office, including filing and accurate inputting of data as required. To take ownership of the filing cabinet.
9. To control stock levels, including marketing and stationary stock, and report to the Residential Life Manager.

10. To undertake any other duties as required by the management team and to ensure the smooth operation of the UEL Halls of Residence.
11. To participate at University Open Days, Open Evenings and other promotional events.
12. To, if required, support senior colleagues as part of the out of hours on-call rota.
13. To ensure compliance with the Data Protection Act, Health and Safety Act and other legislative requirements at all times.
14. To work in accordance with our equality and diversity policies.

LOCAL REQUIREMENTS:

1. The period between June and October is the one of the busiest periods for the Residential Life team. For this reason no annual leave is permissible during August and September and leave may be restricted during the summer months. Staff are required to work weekends in June and September and other evenings throughout the year to meet the demands of the business. **The post-holder will be required to work until 7pm one evening per week during term time to assist/run 'Accommodation Surgeries'.**
2. To develop a good working knowledge of and be committed to the UK Code (The Student Accommodation Code).

PERSON SPECIFICATION

1. EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS	UEL Graduate	Essential	Application/ Certificate
2. KNOWLEDGE AND EXPERIENCE	Customer service experience.	Essential	Application/ Interview
	Excellent IT skills.	Essential	Application/ Interview
	Experience of living in a University Halls of Residence	Desirable	Application/ Interview
	Experience of working in an office environment and carrying out administration duties.	Desirable	Application/ Interview
3. COMMUNICATION	Good standard of written and spoken English and ability to receive, understand and convey straightforward information in a clear and accurate manner.	Essential	Application/ Interview
4. SERVICE DELIVERY	Experience of delivering a high standard customer care in a customer-facing environment.	Essential	Application/ Interview
	Experience of dealing with challenging customers and handling complaints	Essential	Application/ Interview
5. PLANNING AND ORGANISING	Experience of planning, prioritising and organising own work and resources to achieve agreed objectives.	Essential	Application/ Interview
6. LIASION AND NETWORKING	Experience of passing on information in an accurate and timely manner and building relationships with colleagues to facilitate the exchange of information.	Essential	Application/ Interview
7. TEAMWORK AND MOTIVATION	Experience of participating /working in a team, co-operating and contributing when required.	Essential	Application/ Interview
8. OTHER ESSENTIAL CRITERIA	Willingness to work unsocial hours and shifts, including weekends and Bank Holidays.	Essential	Application/ Interview

