**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Service Delivery Assistant</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Estates</td>
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<tr>
<td>Grade:</td>
<td>RHUL 4</td>
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<tr>
<td>Accountable to:</td>
<td>Service Delivery Officer</td>
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**Purpose of the Post**

This position sits within the Maintenance Services Team, which is collectively responsible for the effective delivery of a range of services across campus to enhance the student, staff and visitor experience.

**Key Tasks**

- Be the first point of contact for staff, students, contractors and other personal visitors and telephone calls to the Estates Department
- Managing bookings for the Estates Meeting Rooms
- Administering the contractor and visitor database
- Booking visits to the Campus.
- Ensuring all contractors are up-to-date with their Induction training
- Arrange parking permissions for visitors and contractors
- Responding to maintenance calls, ensuring the relevant amount of information is taken to enable the job to be completed
- Logging calls onto the Planet system
- Reviewing calls on Planet and seeking additional information when required
- Managing the vehicle fleet, issuing keys daily and ensuring the vehicles are maintained in a good state of repair.
- Issuing and receiving keys to and from staff and contractors ensuring that a regular audit of keys takes place.
- Responding to telephone calls to the department
- Monitoring joint mail boxes and ensuring emails are directed to the relevant person in the team.
- Following up on emails to ensure they have been responded to.
- Taking ownership of complaints and enquiries on behalf of the customer and investigate them. Agree response with the Service Delivery Team.
- Issuing surveys to customers and collating the responses

**Other Duties**
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.