

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Senior Residential Customer Service Advisor **Department:** Commercial Services

	Essential	Desirable	Tested by Application Form/Interview/Test
Specific Skills and/or Abilities			
Good IT skills and understanding of computerised systems.	X		Application Form
Ability to deliver whilst working under pressure.	X		Application Form
Excellent ability to communicate to students, staff and visitors at all levels in a professional and confident manner	X		Application Form
Ability to communicate and process customer requests and deal with first line complaints	X		Application Form
Good work planning and problem-solving skills.	X		Application Form
Understanding of Health and Safety regulations	X		Interview
Experience			
Experience of working in a Customer services environment	X		Application Form
Experience supervising the service delivery and performance of a team	X		Application Form
Experience in using Enquiry Management Systems (EMS) tracking/logging data.	X		Interview
Experience of creating and developing Standard Operating Procedures.	X		Interview
An understanding with working with Key Performance Indicators (KPIs)	X		Interview
Experience in logging/writing logging basic reports.	X		Interview
Experience/understanding of bedroom reservations/ bedroom diaries and allocation processes.	X		Interview
Experience of maintaining a staffing rota		X	Application Form
Experience of working with budgets		X	Interview
Experience of recruitment and selection process		X	Interview

Experience of co-ordinating training		X	Interview
Other requirements			
Able to work some weekends and evenings.	X		Interview
Willingness to grow professionally and undertake training and development activities	X		Interview