

## JOB DESCRIPTION

<b>Job Title:</b>	Senior Customer Service Advisor – (Residential)
<b>Department / Unit:</b>	Commercial Services / Residential Services
<b>Job type</b>	Permanent – full time
<b>Grade:</b>	5
<b>Accountable to:</b>	Assistant Customer Operations Manager
<b>Accountable for:</b>	Residential Customer Advisors and Post Assistants
<b>Purpose of the Post</b>	
<p>The Senior Customer Service Advisor will be one of a team of four responsible for supervising an allocated number of team members to deliver a range of services across 5 Receptions, the College Post room to enhance the student, staff and visitor experience.</p> <p>They will work closely with cross functional teams to provide a face to face reception and post service and be the point of contact for all residential service requests and coordinate the customer service support and associated administration across all college residential areas – and in doing so will promote, develop and deliver 'Inspirational Customer Service' to students, residents, staff, guests and visitors to the College.</p>	
<b>Key Tasks</b>	
<b>Role Specifics</b>	
<ul style="list-style-type: none"> <li>• To ensure that the relevant teams carry out their responsibility for the day-to-day allocation of tasks and that there is the allocated coverage of staff resource across the residential receptions/post rooms of the residential areas within Commercial Services.</li> <li>• To assist and support the Assistant Residential Customer Operations Manager in maintaining a culture of high quality standards of service ethos through continuous improvement.</li> <li>• Carry out effective supervision, support and guidance for each team member and assist the Assistant Residential Managers in contributing to the team's periodic reviews of performance.</li> <li>• Identify and deliver on-the-job training to team members.</li> <li>• To supervise the Residential Customer Advisors and Post staff, supporting effective leadership and guidance during each shift.</li> <li>• To coordinate the monitoring and processing of all Enquiry Management System (EMS) calls ensuring a timely satisfactory response to customers is coordinated with timely communication to all necessary service providers.</li> <li>• To be able to use all relevant IT systems across the Residential Services areas (e.g. but not limited to - Microsoft Packages, EMS, Kinetics, PLANET, UMIS Tills, Miwa access control).</li> <li>• To assist the Assistant Residential Customer Operations Manager with their operational planning with awareness of distinct peaks and troughs of activity particularly manpower planning for timely recruitment / training and annual leave arrangements.</li> <li>• To coordinate and be part of the 5 out of 7 shift requirements Monday to Sunday ensuring sufficient resource at all times to deliver business requirements.</li> <li>• To be competent with using the Kxparcels system to coordinate the receiving, safe storage and distribution of student parcels.</li> </ul>	

- To ensure that the College Post is received, stored safely distributed as per the agreed schedule.
- To ensure allocations of bedrooms and associated areas during vacation periods are timely and accurate and to work with the Contracts and Facilities team to ensure they are fit for purpose.
- To prepare and supervise the allocation of keys and key cards to students and visitors, ensuring that all door locks are fit for purpose/use and support the Residential Contracts and Facilities team with maintaining all door locks across the residential areas in conjunction the College Access Control team.
- To ensure the College Post Van is maintained and all designated drivers follow the daily vehicle checks.

#### **Customer Focus**

- To support the Assistant Residential Customer Operations Manager with embedding a culture of delivering inspirational customer service and that customer feedback is gathered to be used effectively to drive service improvements and enhancements
- Participate and contribute in the exchange of ideas, development and implementation of new processes to enhance the student experience and drive customer care for all customer segments
- Work positively to maintain relationships and partnerships within Commercial Services, key college services and contractors to deliver an effective and efficient service for our customers.
- To be familiar with the all pastoral and welfare services available to staff and students and when necessary to initiate appropriate intervention.
- To be familiar with the latest code of practice guidelines in relation to information request, ensuring data protection laws are followed as per documented standards of performance guidelines

#### **Financial**

- To ensure the correct day-to-day financial transactions are followed, carry out till cash tallies, investigate report discrepancies and carry out the night safe reconciliations.
- Assist the Assistant Residential Customer Operations Manager with the development of opportunities to maximise operating efficiency to generate income and profit potential of the Residential Services areas.
- Monitor payroll costs to ensure the correct scheduling of resource in particular casual staff are allocated as per the budgets and needs of the day to day activities.

#### **Administrative**

- To carry out written correspondence to a good standard of literacy and complete templates to respond to all enquiries.
- Using templates and guidelines, prepare and send Residents' notices to inform residents of impending work or issue other service related information
- Contribute to effective and timely information exchange to all key stakeholders ahead of special events

#### **Legislative and Compliance**

- To implement, coordinate and support the Residential Assistant Managers in ensuring compliance with Health & Safety regulations and conduct Risk Assessments for all working areas within the department.
- Be fully conversant with relevant legislation and ensure these are adhered to across the Residential Services areas.
- To be familiar with and support relevant right to work checks, Tier 4 visas and other relevant HR matters

**Demands of the Job**

- The role will require the post holder to be flexible with working hours to respond to business needs which will require shift and weekend working as agreed with your Assistant Residential Manager.

**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.
- Commercial Services operate a “one team” approach to service delivery, therefore all post holders are expected to support colleagues with an integrated team approach
- The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.
- The post holder will be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Colleagues within Commercial Services
- Colleagues across other Professional Services areas
- Academic Staff Colleagues
- External Supplier/Contractors and Agencies/Students and Visitors