

JOB DESCRIPTION

Job Title:	Residential Customer Service Advisor (Hall Reception)
Department / Unit:	Residential Services
Job type:	Full-Time, Permanent, Professional Services
Grade:	RHUL 4
Accountable to:	Senior Customer Service Advisor(s)
Accountable for:	N/A
Purpose of the Post	
<p>The Customer Service Advisor is part of a team responsible for the delivery of a range of reception services across the residential halls to enhance the student, staff and visitor experience.</p> <p>The post holder will deliver a customer facing reception service and be a point of contact for all residential service enquiries including email and telephone requests, and all associated operational and administration tasks.</p> <p>They will be expected to work closely with other departments across the University, work towards both the departmental and University objectives and deliver inspirational customer service.</p>	
Key Tasks	
To achieve this the post holder will...	
Role Specifics <ul style="list-style-type: none"> • Be the first point of welcome and contact at various reception locations across the University campus. This includes assisting with check in's and check outs across the year in line with the diverse University business which includes students, conference and other guests. • Log, communicate and prioritise customer requests as per the established operating guidelines using the University's Enquiry Management System (EMS). • Issue and receive access keys where appropriate, prepare keys and University Cards for arrivals and issue as appropriate. • Answer telephone calls: screen and redirect calls as appropriate. • Log visitors' car registration numbers on the University parking system when required for parking on any of the Campus sites. • Deal sympathetically with any direct requests for pastoral care and welfare, and signpost to the relevant areas of support in Professional Services. 	

<ul style="list-style-type: none"> • Efficiently process information and services requests using appropriate internal computer systems in conjunction with the appropriate personnel and departments. To receive and process post/parcel services for residents across the residential receptions. • Take an active role in the exchange of ideas and development of the Customer Service. • Recording and distributing, inbound and outbound residential post and parcels. • Provide administrative support to Senior Advisors and Management team when required.
Financial <ul style="list-style-type: none"> • Be responsible as the first point of call for all card-based transactions relating to the University Card, room bookings, other services and maintain appropriate controls as per the University's Financial Regulations. • Reconcile cash and card transactions for verification and banking as per established procedures.
Customer Focus <ul style="list-style-type: none"> • Acknowledge, act upon and log customer feedback with a view to facilitate service improvements. • Proactively investigate, record and feedback details concerning customer complaints, escalating where required. • Take an active role in team meetings and one to ones, to promote the exchange of ideas and development improvements. • Have excellent product knowledge and map locations of services, facilities and opening hours throughout campus, be aware of events on campus. • Communicate and where necessary, escalate issues through appropriate channels and inform the customer of that action if appropriate.
Legislative and Compliance <ul style="list-style-type: none"> • Ensure compliance with all relevant Health and Safety regulations. • Be aware of and comply with legislation and University policies relevant to the workplace. • Be compliant with the University's policies for Data Protection relevant to the role.
Demands of the Role <ul style="list-style-type: none"> • 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 Senior Advisor and Line Management team. • The role will work Pro rota shifts in 5 out of 7 days as agreed in advance by the Line Management team.
Other Duties
<ul style="list-style-type: none"> • The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. • 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 the line management team. • The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships
<p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <ul style="list-style-type: none">• Colleagues within Commercial Services• Other Professional Services teams• Academic Staff• External Suppliers and Organisations• Customers (student, staff and visitors)



PERSON SPECIFICATION

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

Job Title: Residential Customer Service Advisor

Department: Residential Services

	Essential	Desirable	Tested by Application Form/Interview/Test
Specific Skills and/or Abilities			
Good IT skills and understanding of computerised systems.	X		Application/ Interview / Test
Ability to deliver whilst working under pressure.	X		Application/ Interview
Excellent ability to communicate to students, staff and visitors at all levels in a professional and confident manner	X		Application/ Interview / Test
Ability to communicate and process customer requests and deal with first line complaints	X		Interview
Good work planning and problem-solving skills.	X		Application/ Interview
Understanding of Health and Safety regulations		X	Interview
Experience			
Experience of working in a customer services environment	X		Application/ Interview
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
Other Requirement			
Able to work morning, evenings and weekends		X	Interview
Willingness to grow professionally and undertake training and development activities		X	Interview