



### **Job Description**

Job Title:	Senior Customer Service Assistant (Procurement)
Faculty/Professional Directorate:	Estates and Facilities
Subject Group/Team	Estate Operations and Compliance
Reporting to:	Customer Service Team Leader
Duration:	Continuing
Job Family:	Administration
Pay Band:	4
Benchmark Profile:	Administrator Band 4
DBS Disclosure requirement:	N/A
Vacancy Reference:	

### **Details Specific to the Post**

#### **Background and Context**

The Higher Education Sector continues to provide a stimulating yet challenging environment as we look to meet the ever changing demands of a student led and market orientated world.

The importance of the University Estate and its facilities has never been higher, given its value in attracting prospective students and providing the best possible experience for our students, researchers, staff and visitors.

The University and its Estates & Facilities Directorate is undergoing a period of sustained change as we look to modernise our services, processes, systems and procedures to meet the demands of the changing internal and external environment.

The role of the Estates and Facilities Directorate is to support delivery of the University of Hull's strategic plan by providing world class facilities that are sustainable, functionally suitable and well maintained.

Our functional areas are wide ranging and include, building, engineering and grounds maintenance, statutory compliance, estate development, space management, property management, accommodation, commercial services, sustainability and carbon and energy management, environmental services, transport, travel and car parking, cleaning services, portering services, security services, communications and reception services.

These operate across the entire Estate which is circa 250,000m<sup>2</sup> and consists of 107 buildings with an annual operational turnover of £23m.

It is an exciting time to be joining the University of Hull Estates & Facilities Directorate as we look to align the developing academic strategy with significant investment in the Estate. Our current capital investment programme shows planned investment of £50m over 5 years with a further £122m of projects identified

## Specific Duties and Responsibilities of the post

The Customer Service Coordinator (Procurement) will:

- Be part of a help desk and administrative team responsible for delivering a high quality, professional, efficient and financially sustainable service, striving to continually meet and exceed customer satisfaction and compliance in line with agreed key performance indicators and service level agreements.
- Occupy a multi-skilled position incorporating customer service, technical and CAFM administration and asset and stores coordination. The role holder will work collaboratively with other members of the Customer Service Coordinator team and be expected to work flexibly across all areas as required, with training provided where necessary.
- Be the first point of contact for Estates and Facilities customers, providing a proactive, professional and flexible support service to staff, students, contractors and colleagues measured against defined service level agreements and key performance indicators.
- Champion customer service and engagement and positively communicate with customers through multiple channels, providing timely updates and information regarding Help Desk services.
- Liaise with customers regarding services provided and delivered, collating data to monitor estate and contract management and customer satisfaction against service level agreements and key performance indicators.
- With support from the Customer Service Team Leader identify service improvements in order to meet customer needs and expectations.
- Support contractor management processes including the administration of permit to work records and contractor inductions in line with agreed Health and Safety and Security policies.
- Monitor maintenance requests using the University Computer Aided Facilities Management (CAFM) system, working closely with the CAFM Officer and other Estates and Facilities Team Leaders to support the efficient and effective delivery of the service.
- Provide administrative support to the CAFM Officer, maintaining Estates and Facilities CAFM software, governance and assurance systems.
- Supporting the parking permit administration process, including but not exclusive to permit applications, enquiries, maintenance of the Online Store and maintenance of the University's permit database.
- Maintain databases, governance systems and registers, ensuring accurate administration of assets, asset maintenance instructions, PPM and remedial works in line with current legislation and Estate Services own contractual requirements, SLA's and KPI's.
- Administer certification and associated information to ensure this is uploaded to the CAFM software and presented in a structured and auditable way.
- Support the CAFM Officer and Customer Service Team Leader with audit management processes.
- Raise and updating requisitions, purchase orders, deliveries, invoices and new supplier requests, managing suppliers and ensuring procurement regulations are adhered to at all times.
- Review open Purchase Orders in P2P and close where necessary
- Liaise with suppliers and dealing with queries relating to the ordering, receiving and payment of goods
- Support Estates and Facilities management teams with budget queries, providing transaction reports and performing basic analysis of orders to resolve
- Demonstrable experience of finance systems, processes and standard operating procedures, including DREAM, P2P and Credit Call
- In coordination with the CAFM Officer, liaise with suppliers helping to ensure the University receives value for money and the most competitive pricing and buying.
- Support asset and supply management by effectively maintaining supplies stores, proactively engaging with Estates and Facilities teams to understand and update stores to reflect improvements in technical standards, statutory regulations and campus development, controlling stock in line with set budgets and agreed standards.

- Constantly review, monitor, record and assist with the management of all University assets, supporting the CAFM Officer in ensuring the University asset register is maintained using the CAFM system and services, documentation and asset information is in accordance with statutory requirements and relevant guidance.
- Administer access controls for staff, students and contractors using the University's card access and key management systems, complying with Health and Safety and Security policies and processes.
- Provide administrative support to Estates and Facilities teams including the maintenance of a range of databases and systems including HR and training records using the University MyHR system, processing expense claims, diary management, servicing meetings, room bookings and travel and accommodation.
- Contribute to the general work of the Estates and Facilities projects, project delivery and adherence to the University Programme Governance system.
- Provide support and cover to the Estates Helpdesk and other Estates and Facilities teams as required.
- Provide support and cover to the switchboard and reception team located at the Venn Building as required, receiving and directing visitors to the University and signposting and redirecting calls and queries.
- Monitor and liaison with manager reply to customer complaints and feedback in a professional and courteous manner.
- Provide cover to other Estates and Facilities administrative functions as required.
- Strive for continual improvement, meeting and exceeding individual and team service level agreements and key performance indicators.
- Contribute to the monitoring of the annual budget with agreed savings targets and surpluses, helping to ensure value for money and maximising efficiencies relating to goods and services for Estate Services.
- Monitor, investigate and in liaison with the appropriate manager, respond to complaints received from students, visitors, staff and the public regarding the services offered and also the environment.
- As required provide administrative support to the Estates and Facilities directorate.
- Contribute and embrace a culture and behaviour to ensure the highest levels of customer service and communications are delivered in professional and caring manner and providing 'customer centred services' which support the overall student experience in line with the University's vision, values and behaviours and strategic objectives.

## GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

- Roles at this level work within established processes and procedures, with minimum day to day supervision under the guidance of a team leader.
- The role holder will:
  - Provide administrative support to staff, students and more senior colleagues. The role will involve maintaining systems and/or undertaking routine tasks that support the working of teams, processes and/ or projects.
  - Require the relevant knowledge which may be gained through experience and on-the-job training.

### Main Work Activities

#### Communication

- Assist in the preparation and collation of written documents for circulation
- Take notes and produce formal minutes at meetings when required
- Format and edit publications
- Draft and type formal documentation
- Compile procedural manuals and other University documentation

#### Teamwork

- Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area

#### Service Delivery

- Provide administrative support to colleagues including academic and administrative staff
- Provide administrative support to specific projects as required
- General office duties which may include:
  - Using the photocopier and fax equipment
  - Receiving, acknowledge, distributing and posting mail
  - Updating notice boards
  - General filing duties
- May be required to perform reception duties

#### Planning and Organisation

- Organise and represent the area and University at events
- Plan and prioritise own work activities

#### Analysis/Data Inputting

- Record and analyse data as required using Microsoft Office, other software and corporate systems
- Produce reports for routine analysis
- Check departmental web presence to ensure accuracy of information
- Maintain accurate records

**Additionally the post holder will be required to:**

- Fulfil the employees' duties described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
- Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
- Comply with University regulations, policies and procedures

## COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

Competency	Identified by
<b>Knowledge and Experience</b>	
Has knowledge and experience of working in an office environment covering a range of administrative tasks.	<b>Application/Interview</b>
Can use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software	<b>Application/Interview</b>
Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English A-C	<b>Application/Interview</b>
Knowledge and experience of working in a relevant customer service environment	<b>Application/Interview</b>
<b>Communication (Oral)</b>	
Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts.	<b>Application/Interview</b>
<b>Communication (Written)</b>	<b>Application/Test</b>
Can demonstrate the ability to provide information in a suitable format so that the others' needs are met and adjusts the level of content to help others understand.	
<b>Teamwork and Motivation</b>	<b>Application/Interview</b>
Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner.	
<b>Liaison and Networking</b>	<b>Application/Interview</b>
Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices.	
<b>Service Delivery</b>	<b>Application/Interview</b>
Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory.	

**Planning and Organisation**

Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources.

**Application/Interview****Initiative and Problem Solving**

Can demonstrate the ability to solve standard, predictable problems in accordance with procedures and precedent.

**Application/Interview**