

Job Title: Help Desk Operator (Residences)
Grade: 2
Salary: £23,591 - £23,758 pa, plus Higher Shift Allowance
Department: Residential Services, Estates & Campus Services
Hours/Contract: 35hrs/Full Time/Fixed Term for 12 Months
Job Family: Community & Operations
Reference: 13454

Role Purpose

To deliver an outstanding customer service within accommodation, providing first response to customers' everyday queries and requests. The post holder will typically be deskbound in order to ensure a 24/7 service is available at reception points or by phone and email.

Resources Managed

The post holder will not have direct line management responsibility but may be required on occasion to co-ordinate, allocate and monitor the delivery of work through others by requesting tasks to be performed by colleagues from elsewhere in the Estates and Campus Services team or by other departments e.g. Security or Estates.

Main Duties and Responsibilities	% Time
To respond to customers' everyday issues and queries at the Helpdesk, whether in person, email or phone. Responses will typically be working within predetermined parameters and standard operating procedures and escalating requests to the Team Leader as appropriate. The post holder will typically be deskbound and as such will ensure there is a contact presence at reception.	50
To accept, sort and log incoming post, including parcels, and distribute to residents within an established process.	10
To distribute keys to contractors and University contacts, e.g. Estates, who require access to properties, keeping accurate records and working within the defined procedures.	10
To support the Residence Life Team Leader in following up with customers in order to ensure that feedback, issues and incidents have been resolved to their satisfaction. This will involve contacting the customer by phone or email, and occasionally in person.	10
To access and interpret information on Room Service in order to be able to provide an appropriate customer service. Some basic data entry, e.g. check-ins and check-outs, will be required.	5
To support the arrivals process by delivering an appropriate welcome, working within predefined standard operating procedures. The post holder will be required to prepare for key collection, for example, by collating keys, cards, welcome packs and other items ready for distribution.	5
To liaise with other members of the team, e.g. Team Leaders, porters, housekeepers, to ensure that a customer's issue is resolved swiftly and satisfactorily. This may also include signposting residents to another department within the University, e.g. Estates or Welfare.	5



To undertake any supporting activities required in an emergency situation, and as directed by the Residence Life Team Leader or other more senior member of the team.	5
Internal and External Relationships	
Internal: - Residential Advisors - Residence Life Team Leader - Assistant Manager - Portering team - Housekeeping team - Security External: - Customers, contractors and other suppliers	
Planning and Organising	
- Ensure that contractors and other suppliers are able to access properties as required, using predetermined standard operating procedures. - Contribute to the planning of major activities within Residential Services, including arrivals and allocations.	
Qualifications, Knowledge and Experience	
Essential - IT skills, working knowledge and experience of Microsoft Office - Strong customer service background* - Proven ability to work within standard operating procedures* - Self motivated and proven ability to manage own workload* - Demonstrable expertise in handling difficult situations* - Basic understanding of relevant policies and legislation	





Desirable

- First Aid training
- Experience of accessing 'Room Service' or similar Access database

Skills, Abilities and Competencies

Essential

- Confidence in a customer service environment
- Proactive, positive approach
- Excellent interpersonal skills, with a particular emphasis on customer service and handling feedback
- Initiative
- Adaptability
- Flexibility

Desirable

- Holds a full, clean driving licence

****Criteria to be used in shortlisting candidates for interview***

Contract Information and Working Hours

Permanent – This is a permanent position which is available immediately.

The post holder will work within a rota of three shifts – 7am-3pm, 3pm-11pm or 11pm-7am, five days out of seven. Some flexibility will be required to cover annual leave and sickness. The post holders may be asked to work at either John Foster Reception or Freeman's Reception according to business requirements.

Uniform is to be worn at all times, which will be provided.

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance





University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

