



Job Title: Help Desk Operator (Service Desk)
Grade: Grade 2
Salary: £23,591 - £23,758
Department: Estates and Campus Services
Hours/Contract: 30hrs Part Time (0.8571 FTE)
Job Family: Community and Operations
Reference: 13207

Role Purpose

To deliver an outstanding customer service within the Academic Campus, providing first response to customers' everyday queries and requests. The post holder will typically be deskbound in order to ensure a consistent 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, Portering and Cleaning or Residencies.

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> 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 Campus Services Team Leader and / or Coordinator as appropriate. The post holder will typically be deskbound and as such will ensure there is a constant presence at reception. 	40
<ul style="list-style-type: none"> To support the Campus Services Team Leader and Coordinator 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. 	20
<ul style="list-style-type: none"> The post will include light physical duties and a requirement to be flexible to cover all reception desks at a variety of university locations. 	15
<ul style="list-style-type: none"> To support all visitors, staff and students by delivering an appropriate welcome, working within predefined standard operating procedures. 	10
<ul style="list-style-type: none"> To access and interpret information online in order to be able to provide support for events/activities taking place in the building. 	5
<ul style="list-style-type: none"> To liaise with other staff, to ensure that a customer's issue is resolved swiftly and satisfactorily. This will include signposting to another department within the University. 	5
<ul style="list-style-type: none"> To undertake any supporting activities required in an emergency situation, and as directed by the Campus Services Coordinator or other more senior member of the team. 	5





Internal and External Relationships

- Service Desk Coordinator
- Facilities Managers / Assistant Managers
- Portering and Cleaning teams
- Contractors and other suppliers
- Departmental contacts within building

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 the Academic Campus, including events such as Open Days.

Qualifications, Knowledge and Experience

Essential

- IT skills, good working knowledge and experience of Microsoft Office*
- Strong customer service background*
- Good at handling difficult situations

Desirable

- Ability to work within standard operating procedures
- First Aid training

Skills, Abilities and Competencies

Essential

- Confidence in a customer service environment
- Good Administration Skills *
- Flexibility
- Strong communication skills, on email, face to face and over the phone
- Excellent interpersonal skills, with a particular emphasis on customer service and handling feedback
- Excellent team working *

Desirable

- Initiative
- Adaptability
- Proactive, positive approach

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





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.

