



Job Title: Helpdesk Operator
Grade: 2
Salary: £17,046 - £17,361 per annum
Department: Campus Services, Division of Estates and Digital Services
Hours/Contract: 3 x Full Time Permanent Contract at 35 Hours per Week
Job Family:
Reference:

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 Campus Services team or by other departments, e.g. Security or Estates.

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 Team Leader as appropriate. The post holder will typically be deskbound and as such will ensure there is a constant presence at reception. 	50
<ul style="list-style-type: none"> To accept, sort and log incoming post, including parcels, and distribute to residents within an established process. 	10
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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





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

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

Hours of Work

The post holder will work within a rota of three shifts: 7am – 3pm, 3pm – 11pm, or 11pm – 7am five days out of seven, but some flexibility will be required to cover annual leave and sickness. The post holder may be asked to work at either John Foster Reception or Nixon Court 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.

VITAL

The University encourages all staff to live our [VITAL values](#) which are:

Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, 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.

