Customer Services Assistant: Accommodation

Department: Directorate of Technology, Estates & Facilities - (Commercial Services, Accommodation)

Hours of work: Full time | 37 hours per week

Contract type: Open

Salary: £22,662 - £24,285 per year
**Introduction**

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:** IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.
Digital: Software, Projects, BA/change management.

Estates Development: Estates Programmes, Projects, and DTEF Engagement.

**Facilities:** Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings
Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role is part of the Accommodation team within Commercial Services and provides a first point of contact for enquiries relating to accommodation matters.

**Main purpose of the role**

Provide advice and support for internal and external clients, including staff and students, who require help with Accommodation services and enquiries.

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

1. **Role Specific Responsibilities**
   - Act as the first point of contact for general enquiries. These may be via email, telephone, live chat or in person.
   - Provide administrative support to the wider team, using appropriate procedures and systems.
   - Use a variety of systems to assist with all aspects of the process for room bookings and student accommodation.
   - Represent the Accommodation team at Open Days, post offer visit days and virtual open days.

2. **University of York Responsibilities for Grade 3**

**Service and Operational Delivery**
   - Produce accurate and timely work to set standards.
   - Respond to and resolve queries that have a readily available answer with reference where necessary to guidance or policy.
   - Engage with customers to ensure understanding of procedure or policy.
   - Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
   - Engage with customers to explore their needs and use initiative to ensure service delivery meets their...
needs and report complaints or issues to enable timely resolution.

- Make effective use of digital solutions to carry out operational activity.

**Continuous Improvement**

- Highlight issues so that improvements and/or changes or new services can be developed.
- Contribute to the team's consideration of improvements to the service provided.
- Proactively seek opportunities to improve personal knowledge and skills.

**Specialist Contribution**

- Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
- Solve day-to-day routine problem solving and source background information within the role.

**Collaboration and Communication**

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Liaise with staff in other areas of the organisation to support service and operational delivery.
- Respond to routine enquiries/questions from customers via all channels utilised by the team.
- Provide demonstrations or explanations of commonly occurring procedures to colleagues and external customers

**Governance and Oversight**

- Apply procedures and policy and highlight any anomalies or issues.
- Compile, record, store and archive data and information to ensure the accuracy and safety of information.
- Record data and information accurately and provide reports as required to team members and more experienced staff.

**Planning and Organisation**

- Plan and organise own task delivery.
- Contribute to the planning of team activities over a short timeframe to ensure the smooth running and timeliness of service.
- Assist team members to organise, plan and prepare for events, meetings and activities.
### Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential/Desirable</th>
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<tr>
<td>Knowledge of the responsibilities and obligations imposed by the GDPR</td>
<td>Desirable</td>
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<tr>
<td>Understanding of the particular needs of people from different nationalities and backgrounds and those with disabilities or health difficulties.</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 3

#### Qualifications:

Level 2 qualification (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please [view the full list](#)). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

- Accurately record and report information/data **Essential**
- Use digital technologies including Google applications and/or Microsoft Office **Essential**
- Communicate effectively in verbal and written formats **Essential**
- Assist others to organise activities **Essential**

#### Behaviours:

- Works collaboratively with others **Essential**
- Delivers a quality service **Essential**
- Develops self and others **Essential**
- Actively champions respect, inclusivity, equality and diversity **Essential**
- Identifies and implements continuous improvement **Essential**

#### Additional Personal attributes:

Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website at: [Our values](#)

- Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others **Essential**
- Have strong team spirit and pride in your standard of work **Essential**
- Value colleagues and support their commitment to behaviour that is consistent with our core values **Essential**