

Customer Service Team Leader

Job Description

The Role

Job title:	Customer Service Team Leader
Department:	Commercial Services and Facilities
Responsible to:	Campus Services Manager
Location:	Royal Agricultural University, Cirencester There may be a need to travel to other RAU sites.
Salary:	Grade 6: £26,341 - £31,406 per annum
Term:	Full-time, permanent, 35 hr average weekly hours on a rota to include evenings, weekends and bank holidays (during vacation periods the hours of work may be changed by mutual agreement)
Line Management of:	Customer Service Administrators
Relationships with:	Staff, students, customers, contractors, and other relevant stakeholders

Purpose

With direction from the Campus Services Manager, the Customer Service Team Leader will develop and deliver a consistently high level of customer service for the University. They will be responsible for delivering and maintaining a reception and administration service that is fit for purpose, safe and legally compliant to support the University's objectives and goals, and positively impact staff, students and visitors.

The Customer Service Team Leader will manage the University's reception provision across all University sites, ensuring they are run effectively and that the team is appropriately resourced, trained and supported to a high standard to meet the needs and requirements of all stakeholders.

Key Responsibilities

Leadership and Management

1. Provide efficient, effective supervision of all University reception activities and maintain a safe and sustainable environment.
2. Lead, manage and train the Customer Service Administrators to ensure development of the professional capabilities and can-do culture within the team and ensure all activities meet operational, environmental, sustainability and customer service delivery standards in line with stated SLAs, budgetary constraints, as well as legal and safety compliance.
3. Assist the Campus Services Manager to develop and deliver Service Level Agreements.
4. Ensure the team have a clear understanding of their roles and strategic priorities by empowering, encouraging, recognising, motivating and communicating effectively. Undertake staff Appraisals in line with the standard University guidance and carry out regular 1-2-1 meetings with staff. Support the welfare and well-being of staff and manage common staff welfare issues.
5. Plan and organise team rotas and workload in the immediate and longer term ensuring plans feed into the broader Commercial Service and Facilities remit.
6. Support the Campus Services Manager with recruitment and selection of new staff and ensure all staff are appropriately trained for the tasks which they are directed and develop training programmes to achieve a range of skills required.
7. Manage performance, timekeeping and deployment of staff and address employment matters, including sickness, capability, grievances and disciplinary matters, referring to the Campus Services Manager for guidance and support.
8. Undertake reception and administration duties, acting as first point of contact to the University. Receive incoming calls, manage the reception email account assist with visitors. Manage the post and parcel systems.
9. Assist with staff, students, customers and contractors queries and administration tasks. Act a welcoming and professional manner, respecting both diversity and equal opportunity.
10. Liaise confidentially with Student Services in relation to student welfare issues.
11. Assist with B&B admin and booking and conference reservations and room allocations, and facilitate tours as appropriate.
12. Work with the Estates & Facilities team to ensure effective operation of car parking, access control barriers, alarms and CCTV systems.

13. Take responsibility for the movement of guns, gun licence to be supplied by the University.
14. Monitor and maintain compliance with all Health & Safety legislation and all University policies and procedures. Liaise with the Health & Safety co-ordinator to implement the First Aid rota, respond to and provide emergency first aid assistance when required, enlisting the help of the professional emergency services when necessary.
15. Log incidents and accidents onto the Engage system and report maintenance issues where appropriate. Oversee the Contractors inductions to ensure that they are completed and logged onto the Engage system.
16. Occasional travel to outlying RAU campuses.
17. Contribute to the overall team effort with flexibility in respect of working hours to help cover team absences when necessary.
18. Oversee the end of shift report ensuring that actions are dealt with or escalated accordingly.
19. Conduct site tours as and when required.
20. Carry out other duties as requested appropriate to the role.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
A good standard of education to A- Level or equivalent	E	A
Excellent knowledge of IT, able to use Microsoft Office (Word, Excel and Outlook)	E	A, B
Shot Gun licence (full training can be provided and the licence can be applied for by the University)	E	B
Knowledge, Experience and Skills:		
Experience of working in a similar customer service focused environment	E	A,B
Supervisory/Management experience	E	A,B
Excellent interpersonal skills, able to communicate effectively with people from all backgrounds	E	B
Calm under pressure	E	B
Experience of customer service and working with the public	E	A, B
A clean driving licence (or equivalent mobility)	D	A, B
Excellent organisational skills	E	A, B
Ability to use initiative	E	A, B

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
First Aid Qualified (or willingness to undertake qualification)	E	A, B
Flexibility in managing working hours to suit business needs	E	B

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 15 May 2022 with **Interviews on:** 26 May 2022.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.