



Rothamsted
Enterprises

JOB DESCRIPTION

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| SPECIFIC JOB TITLE | Customer Services Assistant |
| GENERIC ROLE TITLE | OPERATIONS ASSISTANT II |
| LEVEL/GRADE | B |
| JOB FAMILY | OPERATIONAL SERVICES |
| CONTRACT TYPE | Permanent |
| HOURS | 37 per week worked 5 over 7 |
| REPORTS TO | Customer Services Supervisor |
| DEPARTMENT | Rothamsted Enterprises |
| LOCATION | Harpenden |
| DATE | April 2021 |

OVERVIEW OF ROLE/JOB PURPOSE

The role holder, working in conjunction with the Customer Services Team, will be responsible for undertaking a variety of daily administrative tasks, as well as reactive responsibilities. Based at reception, they will be a first point of contact for all parts of the business so will consistently need to present and conduct themselves in a way that reflects our business ethos and high standards.

On a rotating rostered schedule, the job role will be based at one of 2 main locations: Russell Building Reception or Conference Centre (Main) Reception. The role may also occasionally also be based at Rothamsted Manor House on an ad-hoc basis.

The post holder will report into the Customer Services Supervisor and will work with the rest of the Operations Team to uphold existing processes and procedures across the business and ensure consistency is maintained.

They will work across all areas of our business and must liaise closely with all departments to ensure an excellent customer experience is upheld; consistently exceeding expectations. The role provides an administrative function, as well as reception services.

The role will take ownership in supporting part of the sales and marketing function, including but not limited to, updating literature, updating open event bookings, and responding to ticketed event enquiries.

Other information:

This role will support the needs of the business and will include occasional weekend and evening work. Hours will be allocated by rota in accordance with the business needs.

The role holder is expected to carry out the duties listed below, and any other duties reasonably required by the line manager or of Rothamsted Enterprises, commensurate with the grade and level of responsibility for this post.

MAIN DUTIES OF ROLE

| Generic Outputs | Weighting | Description of Outputs | Description of Job Specific Duties |
|-------------------------------------|-----------|--|--|
| OPERATIONAL SERVICE DELIVERY | 70% | Flexibly carrying out a range of tasks within clear guidelines (and in a safe and professional | Reception/Operations duties <ul style="list-style-type: none"> To welcome clients and sign in clients, contractors and tenants To be aware of all the day's planned events and activities, ensuring a full knowledge of all client, |



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| | | <p>manner), solving basic problems, completing simple forms and paperwork and routine stock keeping and checking.</p> | <p>contractor, and business requirements</p> <ul style="list-style-type: none">• To develop an excellent understanding of the roles and responsibilities of all Rothamsted Enterprises personnel to direct calls and take messages as required• To produce and provide conferencing clients with a welcome letter, daily Wi-Fi and other basic information• To ensure the daily meetings are updated on Yodeck every Friday and check daily that the display screens are updated to reflect any new bookings• To email event and conferencing clients with a follow-up email each Friday in order to collect feedback• To be responsible for the monitoring and actioning of the helpdesk and ticketed events inbox• Business and administration support as required• Operation of the post room; organising incoming post, preparing outgoing post ready for collection, and recording payments for outgoing post• Printing, scanning, saving, and organising documents. This will include emailing relevant documents to the correct department and/or stakeholder• Creating badges for new members on site <p>Sales duties</p> <ul style="list-style-type: none">• To take reactive sales calls, providing information about different business areas, taking details, passing on to relevant colleagues• To support any marketing administration, for example, ensuring physical POS is up to date, updated menus, when necessary, etc• To support the sales team in ensuring that additional client requirements are uploaded to booking system throughout the day, and that the booking is accurate against the quote• To take simple reactive and ticketed bookings via the website• To refund bookings when required <p>Event duties</p> <ul style="list-style-type: none">• To accurately collect and record customer feedback, this includes sending a weekly email out to that week's clients• Provide administration support for the calendar of events throughout the year including producing signage, table plans, place cards, names badges and other |
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| | | | <p>materials as required</p> <ul style="list-style-type: none"> Ad hoc support with events and conferencing delivery |
| FINANCE AND RESOURCE MANAGEMENT | 10% | <p>Undertaking basic finance administration, general business support, audits and stock checks.</p> <p>Ensuring the correct usage and care for company equipment.</p> | <p>Finance Duties To provide cover and support for basic finance administration. This includes:</p> <ul style="list-style-type: none"> Raising POs and sales orders GRN deliveries Taking hotdesking payments and recording these accurately Placing and administrating orders Ensure all stationery and equipment is ordered and restocked Doing simple stock audit as required Sourcing products and suppliers and providing cost comparisons Basic weekly income and ticketed event reporting |
| WORKING WITH OTHERS | 15% | <p>Responding effectively to customer enquiries (through both phone and email), and proactively working with colleagues to achieve a great customer experience.</p> | <ul style="list-style-type: none"> To work within the customer services team to achieve an outstanding level of customer experience To work within the customer services and operations team to ensure reception, paperwork, and stock rooms are kept organised and tidy To learn about the business in all areas in order to respond effectively to customer queries Be able to work in conjunction with all departments, providing necessary admin and business support Building and maintaining good relationships with all stakeholders Participating in weekly GA meetings Working with marketing to produce any relevant signage, menus, and any other simple graphics, usually working to pre-made design templates. |
| CONTINUING PROFESSIONAL DEVELOPMENT | 5% | <p>Identification of individual development needs and acquisition of professional and practical skills</p> | <ul style="list-style-type: none"> Updates job knowledge by participating in educational opportunities; maintaining personal networks, and liaising with stakeholders Uphold and improve all existing processes Attend Health and Safety, First Aid and customer service courses as required |



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| PERSON SPECIFICATION AND SHORTLISTING CRITERIA * | | | | |
|---|---|------------------------------------|-----------|----------------|
| SPECIFIC JOB TITLE | | Customer Services Assistant | | |
| GENERIC ROLE TITLE | | OPERATIONS ASSISTANT II | | |
| LEVEL/GRADE | | B | | |
| JOB FAMILY | | OPERATIONAL SERVICES | | |
| CONTRACT TYPE | | Fixed term 3 years | | |
| HOURS | | 37 per week worked 5 over 7 | | |
| REPORTS TO | | Front of House Supervisor | | |
| DEPARTMENT | | Rothamsted Enterprises | | |
| LOCATION | | Harpenden | | |
| EDUCATION/QUALIFICATIONS | | Essential | Desirable | How Tested? ** |
| 1. | Five GCSEs (including maths and English) or NVQ1/2 or City & Guilds or equivalent, with some relevant work experience | * | | AF/Cert |
| EXPERIENCE/KNOWLEDGE/SKILLS | | Essential | Desirable | How Tested? ** |
| 1. | Awareness of the range of activities of the work section and knowledge of the equipment relevant to the role | * | | AF/IV |
| 2. | Familiarity with standard office software packages/IT systems relevant to role | * | | AF/IV |
| 3. | Familiarity with the finance sector | | * | AF/IV |
| 4. | Previous events experience working in a high-quality hotel/restaurant or other reception-based work | | * | AF/IV |
| 5. | Flexible approach to work and ability to prioritise. | * | | AF/IV |
| 6. | Calm under pressure. | * | | AF/IV |
| 7. | Good team work skills. | * | | AF/IV |
| BEHAVIOURS/COMPETENCIES | | | | How Tested? ** |
| 1. | Drive for Quality: Is motivated and committed to doing their job to the best of their ability | | | IV |
| 2. | Strategic Thinking: Aligns actions with wider goals and models | | | IV |
| 3. | Creativity and Innovation: Accepts and adapts to change; makes connections and encourages a creative environment | | | IV |
| 4. | Developing Self and Others: Identifies learning and development needs | | | IV |
| 5. | Professional Conduct: Demonstrates honesty and respect | | | IV |
| 6. | Productive Relationships: Cooperates with and supports colleagues | | | IV |
| 7. | Effective Communication: Listens and communicates clearly to others | | | IV |
| GENUINE OCCUPATIONAL REQUIREMENTS | | Essential | Desirable | How Tested? ** |
| 1. | A full, valid and clean driving licence (may be required for some but not all jobs) | * | | AF/IV |



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| 2. | Ability to work 5 days over 7 which occasionally includes weekends, bank holidays and evenings. | * | | |
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* Minimum requirements of the post and how they will be assessed

** Evidence of criteria will be established from: **A** (application), **IV** (interview), **Test** (skills test/prepared question/presentation), **Cert** (certificated checked by interview panel)