



Rothamsted
Enterprises

JOB DESCRIPTION

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	Customer Services Supervisor
DEPARTMENT	Rothamsted Enterprises
LOCATION	Harpenden
DATE	April 2021

OVERVIEW OF ROLE/JOB PURPOSE

The role holder, with support from the Customer Services Supervisor, will be responsible for undertaking a variety of daily administrative tasks and as well as reactive responsibilities. These include administration of meetings and events, tenant queries, reactive sales calls, and maintenance requests. 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 Reception. The role may also occasionally also be based at Rothamsted Manor House on an ad-hock basis

General Duties:

The post holder will report into the Customer Services Supervisor. They will work with the rest of the Operations Team to uphold existing processes and procedures across the business and ensure consistency is maintained. They must work closely with all departments to ensure an excellent customer experience, and work in conjunction with the Operations Team to provide consistent customer feedback.

They will work with the Customer Services Supervisor and Operations Supervisor to ensure that maintenance issues are logged and followed up in a timely manner.

The role holder will be required to place stock orders and raise purchase orders.

They will provide cover and support during peak periods for any other office admin when required.

Russell Reception Duties:

The role holder will act as a help desk/ first point of contact for tenant enquiries and tenant visitors. They will also sign in contractors and induct them.

They will operate the post room, printing services and other communal facilities within the building. They will sign-in and take payment for hot-desking services.

They will undertake basic stock control for the building.

Conference Centre Reception duties:



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The role holder will be the first-person to greet clients in the Conference Centre (or Manor House). They will ensure delegates/ clients are met, signed in on arrival and directed to the relevant rooms accordingly. They will need to familiarise themselves with the events taking place and be able to answer any questions the clients may have or direct them to the correct person. When members of the team are expecting guests, they will offer hospitality and contact the relevant member of the team to alert them that they have a guest waiting.

This role holder is responsible for supporting the administration of a range of events, such as conferences, weddings, meetings, and private events, including over the phone bookings and payments.

The role holder will be responsible for actively assisting and liaising with events clients and providing an excellent customer experience from start to finish; consistently exceeding expectations. This person must be able to communicate with a range of people in a professional manner.

The role holder must be well organised as there are often many events across the campus taking place at one point in time, and they may also be asked to work on several projects simultaneously. They must be able to prioritise tasks in a calm and efficient manner, take enquiries and communicate fully to the relevant team.

They will administer the check-in procedure for on-site room bookings as required.

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%	Carrying out a range of tasks within clear guidelines (and in a safe manner), solving basic problems, completing simple forms and paperwork and routine record-keeping	Reception Duties (Tenants, Conference, Manor and Restaurant) <ul style="list-style-type: none"> To welcome clients as they enter the building and ensure visitors/ tenants/delegates are met and signed in on arrival. To be aware of all the day's planned events and activities and to actively participate in weekly meetings, ensuring a full knowledge of all client, contractor, and business requirements To develop an excellent understanding of the roles and responsibilities of all Rothamsted Enterprises personnel to direct calls and act as the helpdesk. To produce and provide clients with a welcome letter and basic housekeeping information and provide a health and safety briefing.



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			<ul style="list-style-type: none">• To take messages and arrange call backs as required.• To manage incoming and outgoing post and ensure all post is delivered to the correct areas.• 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 ensure that menus for the upcoming week are ready and filed for upcoming use.• To carry out a follow-up courtesy call to the client the day following the event, usually within a couple of days, to collect retrospective event feedback, and to enquire after future bookings whilst promoting current and future deals and events.• To log and follow up on Maintenance problems/requests, and to escalate these in case of emergency.• To monitor the internal helpdesk inbox.• To login and induct contractors. <p>Sales duties</p> <ul style="list-style-type: none">• To support any marketing administration such as sending direct mail and updating marketing materials throughout the portfolio; liaising with the Marketing Manager and ensure physical POS is constantly updated• 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 send, business centre, conference, and wedding brochures to potential clients, ensuring that all letters are produced according to standard templates and to send info packs to prospective clients• To take simple reactive and ticketed bookings using both Square Up and Kx systems and to record these accurately. <p>Event duties</p> <ul style="list-style-type: none">• To accurately record customer feedback, including anecdotal feedback and communicate to the Customer Services Supervisor.• Support with customer feedback and event reports.• Provide administration support for the calendar of events throughout the year including producing signage, table plans, place cards, names badges and other materials as required.
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			<ul style="list-style-type: none"> Ensure that any client printing, scanning and emailing is completed and charged for accurately, according to the current price lists.
FINANCE AND RESOURCE MANAGEMENT	10%	Correct usage of stock and equipment and responsibility for its maintenance	<p>Finance Duties To provide cover and support for basic finance administration. This includes:</p> <ul style="list-style-type: none"> Raising POs GRN deliveries Taking payments through Square-up and recording these accurately Placing and administrating orders Ensure all stationery and equipment is restocked weekly Doing simple stock audit as required Sourcing products and suppliers and providing cost comparisons Basic reporting on weekly sales
WORKING WITH OTHERS	15%	Responding effectively to customer enquiries/helpdesk calls, and proactively working with colleagues to achieve outcomes	<ul style="list-style-type: none"> To welcome clients as they enter the building/s and ensure clients and visitors are met, signed in and briefed on housekeeping and health and safety on arrival. To manage incoming phone calls for the team and distribute them accordingly. To learn about the business in all areas in order to respond effectively to customer queries and be able to work in conjunction with all departments. Building and maintaining good relationships with clients, contractors, tenants, and suppliers.
CONTINUING PROFESSIONAL DEVELOPMENT	5%	Identification of individual development needs and acquisition of professional and practical skills	<ul style="list-style-type: none"> Updates job knowledge by participating in educational opportunities; maintaining personal networks, and liaising with stakeholders. Uphold and improve 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		
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REPORTS TO		Customer Services 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)