

Customer Support Officer

Job Description

Uo

N

**University of
Northampton
Enterprises
Limited**

Customer Support Officer

Responsible to: Security Supervisor

Accountable to: Security Manager

Overall Purpose

To act as the first point of contact at St Johns of Residence for all student, Staff and visitor enquiries, delivering and coordinating facilities services as applicable and liaising with 1st Degree Facilities and University teams to resolve any issues. Providing a highly visible, efficient, friendly, pro-active and responsive security service to all persons associated with the University of Northampton and 1st Degree Facilities is vital in ensuring the smooth operation of this satellite location.

Dealing with all operational issues as they arise, including but not limited to, supporting the delivery of daily FM Services (examples include - Housekeeping, Post, Caretaking, Portering and Room access services) during the hours of 8am to 8pm (on shift) as directed and acting in a Security role during the hours of 8pm to 8am (on shift) as directed.

Reporting to the Security Manager you will ensure the delivery of a high quality service to all students, staff, contractors and persons who come into contact with the Halls.

Principal Duties and Responsibilities

Greeting, assisting and directing students, staff, visitors and members of the public.

Managing deliveries and contractors within the St Johns Halls of Residence and St Johns House as per site instructions.

To act as a "First point of contact" and manage on a daily basis the sites main reception facilities for staff, students, visitors and contractors, at St Johns Halls of Residence and St Johns Hall, receiving and directing/responding to queries in a courteous and diplomatic manner. These include but are not limited to visitor management, access management, keys, post (2pm-8pm) To accept keys for safe keeping and to issue keys to authorised users, maintaining a key register.

Facilitate communications between 1st Degree Facilities, Infrastructure Services and external contractors.

Operational knowledge of the building infrastructure and systems including but not limited to the Building Management System, Access Control including key management, Fire alarm, Intruder Alarm and Emergency Call Points to enable effective management of facilities issues as well as to monitor alarms and respond accordingly.

Working as part of the team to provide conflict resolution assistance where there is a potential for conflict.

Ensuring the safety, security and protection of the property and community of the University of Northampton at all times against crime, trespass and nuisance in full adherence to the site instructions.

To patrol the grounds and buildings to ensure they are safe and secure and monitor CCTV equipment and take appropriate action in response to incidents.

To respond to incidents such as lift entrapments in a quick and efficient manner to ensure the minimum of distress or inconvenience.

To ensure compliance, at all times, with the Data Protection Act and the obligations placed upon the University and other clients on the release of data.

Conducting shift handover procedures at the start and end of each shift to ensure all matters of concern or of note occurring during a shift are passed on for the purpose of service and incident management control. Writing complete and accurate handover and incident reports and taking appropriate action as required on all reports passed to you.

Generic Duties and Responsibilities

The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Security Supervisor/Security Manager.

The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.

The post holder will be required to maintain a safe environment and will be required to attend training such as First Aid Courses, Fire Warden and Fire Awareness Training course, plus additional courses as may be deemed necessary to manage specialist equipment or situations as may be encountered as part of the role.

The post holder will be expected to retain a level of physical fitness commensurate with that required to effectively discharge security service provision.

The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Please see Key below

	Criteria	Essential / Desirable	Assessment Methods
Qualifications			
1	Holder of current SIA licence or willingness to acquire qualification.	E	A
2	Holder of a First Aid certificate or willingness to become a certificate holder.	E	A
3	Education to A level, or equivalent in relevant discipline [facilities management, estates, help desk].	E	A
4	Experience in Front of House services contractor liaison, coordinating services.	E	A/I
5	Previous experience working for a facilities management company/department, Degree or equivalent in relevant subject.	D	A/I
6	To hold a valid full driving licence.	D	A
Skills, Knowledge and Experience			
7	Sound oral and written abilities.	E	A/I
8	Ability to communicate effectively using telephone and radio equipment.	E	I
9	Experience in a customer care role.	E	A/I
10	Basic IT skills and Proficient in the use of MS Office suite.	E	A
11	Ability to identify and respond effectively to all incidents as appropriate.	E	I
12	Ability to work as a part of a team.	E	I
13	Knowledge of health and safety requirements within a buildings/facilities environment.	E	A/I
14	Experience of working within the education sector.	D	I
15	Experience in working with visitor management systems.	D	I
16	Knowledge of FM management systems.	D	I
17	Experience of security role.	D	A/I
Personal Qualities			
18	Ability to work under pressure.	E	I
19	Willingness and ability to work a shift system covering days and nights including weekends and to travel between sites as required.	E	A/I

20	Demonstrate an appropriate level of physical fitness to enable the effective performance of duties.	E	I/T
21	Be prepared to undertake additional training & instruction to effectively carry out the roles of the post as required.	E	I
22	Ability to follow and abide to all policies and procedures.	E	I
23	The post holder will need to be confident, and have the ability to work in a fast-paced environment without supervision.	D	I

(E) Essential
(D) Desirable

(A) Application
(I) Interview
(T) Test
(P) Presentation