

| Post Details | | Last Updated: 07/08/2024 | |
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| Faculty/Administrative/Service Department | Estates and Facilities | | |
| Job Title | Business Support Coordinator | | |
| Job Family | Professional Services | Job Level | Operate Surrey |
| Responsible to | Business Support Team Leader | | |
| Responsible for (Staff) | Not Applicable | | |
| <u>Job Purpose Statement</u> | | | |
| <p>Working as part of a close-knit team the post holder will support the varied work of the Estates and Facilities department by providing a high-quality administrative service to those carrying out the work of the department. The post holder will specifically provide support in terms of administration, reception, service desk general cover, contributing to the overall smooth operation of the department and achieving the service levels provided to the wider University.</p> | | | |
| <u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities | | | |
| <ol style="list-style-type: none"> 1. Helpdesk Administration: Including - using facilities management system to process fault reports and related Work Orders, dealing with emergency fault reports on the phone and escalating as necessary, allocating tasks to operational teams, inputting and extracting data associated with Work Order processes and systems, preparing statistical data reports as required. Developing and maintaining positive relationships with all relevant stakeholders. Reporting to customers on the job progress and close out. Providing an effective response to customer queries and complaints. If unable to resolve at local level, the post holder will escalate to the relevant department Heads to ensure closure or further investigations to be carried out. 2. Reception Duties: Including - greeting visitors and assisting with enquiries, administering processes relating to contractor site attendance, issuing ID passes, keys/swipe cards and parking permits as required. 3. Operations Administration: Including - assisting with the preparation, storage and annual review of Health and Safety, Statutory, Mandatory and Legislative documentation, administering processes relating to Estates and Facilities contract management, compliance regulation and waste management. Liaising with third party providers of services. 4. HR Administration: Including - inputting of timesheet and payroll data, maintaining staff records such as annual leave calendars, attendance records, contact lists and organisational charts, coordinating induction processes and preparation of information packs for new staff. 5. Business Support: Including - coordination of arrangements for departmental meetings (room and AV bookings, catering and refreshment orders etc.), assisting with gathering and preparation of content for departmental communications, keeping central departmental records including those stored in SharePoint and SurreyNet. 6. Finance Support: Including – using University finance system to raise purchase orders and carry out associated tasks, processing purchase and sales invoices, processing new supplier documentation, assisting with finance related enquiries. 7. General Administration: Including - monitoring and maintaining stationery stock and placing orders as necessary, sorting and distributing incoming post, reviewing and responding to telephone and email enquiries, filing and archiving departmental records, scanning and photocopying of documents as required. 8. Customer Service: Including - developing and maintaining effective working relationships with all customer groups, contractors and suppliers, being aware of and adhering to relevant departmental service level agreements. Being the single point of contact for all Estates and Facilities services, the | | | |

post holder will be responsible for logging and closing of requests on the helpdesk software system (CAFM) submitted by staff and/or students, dealing with these in a professional and efficient manner.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with other team members, always operating in a collegiate manner.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post holder will arrange allocated activities within their daily routine to ensure work is completed to time and/or an appropriate standard.
- The post holder is expected to plan and prioritise their own work activities, setting short-term targets, responding to manager, team and departmental requirements in addition to own responsibilities to ensure operational efficiency.
- This role requires the post holder to demonstrate strong communication skills with all levels of staff and students, both verbally and written, as they will act as the principal communication link for the whole of the Estates and Facilities department.

Problem Solving and Decision Making

- Within the scope of the role the post holder will be presented with a variety of administrative or customer-related issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience.
- The post holder will have some supervision but will be expected to deal with routine enquiries and issues using some initiative and judgement to determine how these issues are resolved.
- The post holder can refer more complex problems and issues which fall outside the remit of their role, to their line manager however they will be the triage point for any activity raised through the helpdesk and will be expected to utilise the broader E&FM team's skills and knowledge if no immediate support is available.

Continuous Improvement

- The post holder is encouraged to take a pro-active approach to their work and is expected to make suggestions for improvements in working methods and standards, implementing them under the guidance of their line manager.
- This post holder through frequent and excellent communications will transform the working relationships with key stakeholders

Accountability

- This post impacts across the whole University on students, visitors, contractors, consultants and staff in terms of the effectiveness of the service it provides through the Reception Helpdesk service. Other aspects of the role generally impact upon either the immediate team or the E&FM department.
- The post holder may also be required to suggest improvements or developments to current working practise in consultation with their manager, to ensure the smooth running of the service.

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| Dimensions of the role | | |
| <ul style="list-style-type: none"> The post holder does not have any budgetary or supervisory responsibility. | | |
| Supplementary Information | | |
| <ul style="list-style-type: none"> The post holder is responsible for providing high levels of customer service and will promote and uphold the professional image of the department during all customer and peer group contacts and communications. | | |
| Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | |
| Qualifications and Professional Memberships | | |
| Vocational qualifications plus relevant work experience. Or: Learning gained through work experience in a customer facing role over a number of years. Will include short courses and other formal training undertaken during this time. | | E |
| Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | Essential/ Desirable | Level 1-3 |
| Experience and good working knowledge of Microsoft Office (Word, Excel, Outlook) | E | 2 |
| Extensive experience of providing excellent levels of customer service in a customer facing role | E | 2 |
| Experienced user of Microsoft SharePoint | D | |
| Experience and working knowledge of Facilities Management systems (CAFM) | D | |
| Experience and working knowledge of Service Management systems (e.g. Heat) | D | |
| Experience of working with construction industry contractors | D | |
| Experience of or involvement with working within Service Level Agreements | D | |
| Special Requirements: | | Essential/ Desirable |
| Flexible approach to working days. The post holder will be required to work three weekends per year to support business requirements during busy University periods/events such as graduation, open days, applicant days and conference time (Summer). The opening hours of the service are 07:00 – 17:00 (Monday to Friday). The post holder must be available to work any shift allocated during these opening hours and to be flexible in covering colleagues' absences. This post will be required to provide support across the wider Estates and Facilities team and therefore may need to be flexible with their working hours. Rotas will be issued in advance and where weekend work applies, these may be paid as time off in lieu or overtime. | | E |
| Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | | Level 1-3 |
| Communication | | 2 |
| Adaptability / Flexibility | | 2 |
| Customer/Client service and support | | 2 |
| Planning and Organising | | 2 |
| Continuous Improvement | | 1 |
| Problem Solving and Decision-Making Skills | | 1 |

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| Managing and Developing Performance | n/a |
| Creative and Analytical Thinking | n/a |
| Influencing, Persuasion and Negotiation Skills | 1 |
| Strategic Thinking & Leadership | n/a |
| <p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should any significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p> | |
| <p>Organisational/Departmental Information & Key Relationships</p> | |
| <p><u>Background Information</u></p> <p>Estates, Facilities and Commercial Services are responsible for the planning, development and maintenance of the university estate and provide support services to all faculties and departments in the University. The estate is a key element of the marketability of the University. Estates, Facilities & Commercial Services are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience. We also provide a variety of facilities related services to all University faculties and departments.</p> <p>Estates Facilities and Commercial Services is made up of a number of service focused teams (some 450 staff) which are responsible for providing services that are essential for the smooth running of the university. We aim to provide a coordinated and customer-oriented approach to developing, maintaining and adapting the University's estate and a wide range of support services to create an environment which supports the University's academic mission.</p> | |
| <p><u>Relationships</u></p> <p><u>Internal</u></p> <ul style="list-style-type: none"> • Department colleagues: in a support role • All university staff and students: in a customer service role • Other service department personnel: in a customer service and support role <p><u>External</u></p> <ul style="list-style-type: none"> • Visitors, prospective students and staff • Lecturers, examiners, contractors • Conference attendees | |