

Customer Relations Assistant

Overview

Bader International Study Centre (BISC), located at historic Herstmonceux Castle, East Sussex, is the overseas campus of Queen's University, Canada. The campus occupies a 600-acre estate, including a range of academic, residential and recreational facilities. Our dedicated faculty and staff provide exceptional academic programming for undergraduate and postgraduate students from Canada and around the world. We also serve as a venue for international conferences and meetings. Our wholly owned trading subsidiary, Herstmonceux Castle Enterprises Limited (HCE), is responsible for running the gardens and grounds, corporate events and other functions.

The Customer Service team provides a first-class reception service including an occasional reception facility at the Castle for major events such as conferences, weddings and other functions. The team also work closely with the Campus Patrol team to assist in monitoring security of the wider site.

The BISC is committed to employment equity, inclusion and diversity and supports fair treatment and opportunity for all. No job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Customer Relations Assistant

The customer relations department consists of the Operations Manager and Customer Relations team members.

Regular working hours: usually Monday to Friday, but see additional working hours below.
Early shift: 7.30am – 1.30pm; late shift: 1.30pm – 7.30pm

Additional working hours: during corporate events and other functions it will be necessary to work a number of weekends to provide a full service to guests at the Bader Hall Residence, as well as some reception services at the Castle. These mostly fall out of term time and time off in lieu will be agreed as close to the weekend worked as possible. Annual leave and sickness cover may also be required.



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Description

Main purposes of job	<p>To provide a first-class reception service: a welcoming initial point of contact for all students, guests, visitors and staff of the BISC/HCE.</p> <p>To work closely with the Campus Patrol team to assist in monitoring security of the wider site.</p> <p>To provide advice to guests and book accommodation.</p> <p>To carry out a variety of general clerical tasks.</p>
Main duties	<p>First point of contact</p> <ul style="list-style-type: none">• Assist with, or find assistance for, all enquiries made at reception by students, guests, visitors and staff• Ensure that phone calls are answered and dealt with promptly and in a professional manner• Room bookings:<ul style="list-style-type: none">○ provide advice and guidance for guests with bookings and reservations○ make bookings using the online Guestline hotel booking system and ensure all confirmations are sent• Book taxis for academic purposes using the BISC credit account; maintain and submit records as required• Keep the area clean, tidy and welcoming, maintain displays and promote facilities available on site. <p>Safety and security</p> <ul style="list-style-type: none">• Keep reception area secure at all times – authorized entry only• Operate the security barrier and authorize entry, record and monitor visitors coming onto the estate• In close liaison with the Campus Patrol team, be alert and responsive to the CCTV monitors and in the event of an incident contact Campus Patrol by radio• Use the radio system to routinely contact relevant staff• Respond to fire and other emergencies, including providing emergency first aid, in accordance with BISC procedures• Maintain records of keys signed in/out at reception• Cut SALTO building entry door keys and KABA bedroom keys for newly arrived students/guests and provide replacements for those who have been locked out. <p>General clerical</p> <ul style="list-style-type: none">• Carry out daily procedures on the online Guestline hotel booking system, providing appropriate paperwork and maintaining records for relevant departments• Receive post/packages, record as appropriate and distribute in conjunction with Campus Patrol• Assist Campus Logistics Supervisor with arranging BISC vehicle MoTs, services and repairs



JOB DESCRIPTION AND PERSON SPECIFICATION

Main duties cont'd	<ul style="list-style-type: none"> • Report any residence building maintenance issues to the Buildings & Facilities department via email • Report stock levels in the vending machines to the Catering Manager via email. Obtain supplies and refill machines as necessary • Carry out any other general clerical duties as required. <p>Training Attend training and updates as and when required, including but not limited to the following:</p> <ul style="list-style-type: none"> • emergency first aid • operation and use of the CCTV monitoring system • Guestline hotel booking system • customer service and equity, diversity and inclusion skills • safeguarding. <p>Any other duties that may reasonably be required.</p>
Key results/objectives	<ul style="list-style-type: none"> • To ensure reception operates efficiently, in a welcoming and professional manner. • To ensure all roles and duties under safety and security are carried out in a timely manner.
Reporting to	Operations Manager

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level, or equivalent, with passes in English and maths • Emergency First Aid certificate (training can be provided). 	
Skills/competencies	<ul style="list-style-type: none"> • Strong interpersonal skills • Professional telephone manner • Equity, diversity and inclusion skills (training can be provided) • Safeguarding (training can be provided) • General operating knowledge of Microsoft Office including Outlook, Word and Excel • Time management • Attention to detail • Methodical record keeping. 	



JOB DESCRIPTION AND PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge and experience	<ul style="list-style-type: none"> • Experience of customer service. 	<ul style="list-style-type: none"> • Knowledge and experience in using hotel software • Experience of working in a setting with international clientele (training can be provided).
Special attributes	<ul style="list-style-type: none"> • Ability to work calmly under pressure • Ability to prioritise and balance the needs of the customer with the needs of the business • Flexibility in attitude • Flexibility in working hours. 	
Personal qualities	<ul style="list-style-type: none"> • Enjoyment of, and interest in, working with all kinds of people • High level of discretion and confidentiality. 	
Other	<ul style="list-style-type: none"> • Successful completion of an enhanced DBS check. 	

