

JOB DESCRIPTION /

Facilities and Reception Services Co-ordinator



Information Services/

User Experience:

Facilities and Reception Services Team

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

Job purpose

Supports, oversees and enables the Facilities and Reception Services (FARS) team to provide excellent, efficient, proactive and cohesive facilities management services and a friendly, knowledgeable reception and enquiry service for Information Services.

Collaborates with both IS front-line teams and partners throughout the University to deliver a wide range of core services to staff, students and visitors of the IS-managed buildings.

Ensures that the library and learning spaces are respected as a shared resource.

Reference:

IS-003-21

Salary:

Grade 5

Contract:

Ongoing

Full time or Part time. Expected to supervise teams and participate in a rota that includes extended hours of 7:30 am-23:00 on weekdays and weekends. Regular shift patterns will be agreed and efforts will be made to accommodate the team members' individual needs and preferences where it is practical to do so.

Due to demands of the service, no leave will be granted during certain weeks of the year, except in exceptional circumstances. Staff will be notified of these weeks at the start of the leave year.

Location:

Canterbury campus; with requirement to work across campuses

Responsible to:

Facilities and Reception Services Manager

Responsible for:

Facilities and Reception Services Assistants

Activities: IS Facilities and Reception services

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time. Tasks at this level include:

1. Line manage and provide effective supervision, coordination and planning for the FARS Assistants. Manage staff rotas to ensure a range of facilities and reception enquiry services are covered throughout core and extended hours, seven days a week.
2. Ensure the customer experience is at the heart of the services provided by the FARS team. Develop and upskill the FARS Assistants and seek to continually improve the facilities and reception services.
3. Support the delivery and development of a full range of customer-focussed, efficient, timely and effective activities in support of the Information Services (IS) department, including but not limited to:
 - a. Welcoming, friendly and knowledgeable reception and enquiry services.
 - b. Facilities management services for IS-managed buildings and spaces. Liaise with academic divisions located in the Cornwallis Complex to ensure their facilities-related needs are met.
 - c. Services which are delivered in partnership with other University departments (e.g. building maintenance, security, payment processing and cleaning).
4. Help to ensure all areas of the library, Cornwallis complex and other IS-managed spaces are safe, clean, accessible, operational and user-friendly. Monitor feedback, manage faults and issues and escalate as needed. Assist with the day-to-day collection of statistics and monitor data to identify any emerging problems or trends.
5. Ensure that all FARS procedures are up-to date, comply with relevant regulations and made accessible to all relevant colleagues. Ensure procedures develop over time to improve services and meet the changing needs of the University.
6. Ensure PCI DSS compliance through daily checks and staff training. Be the main point of contact for Worldpay in regards to Payment Enablement Devices (PED) within the library. This includes the management of upgrades, overseeing payments system and reporting faults.
7. Co-ordinate the provisioning of KentOne cards alongside Commercial Services and Central Student Administration Office, testing and trouble-shooting any immediate issues.
8. Safeguards the common interests of all customers by ensuring relevant IS regulations are followed when using IS learning spaces. Liaising with other IS teams, academic divisions and professional services departments to contribute to a seamless university-wide support network for students.
9. Design, manage and foster accessible and inclusive learning environments and services (such as group study rooms, carrels, lockers, etc.) that work for all student, staff and visitor groups, including international students, part time students, distance learners, remote workers, and those across all Kent's campuses and centres.
10. Keeping abreast of developments within the University, HE and beyond, to inform development of our support service, and appropriately advise customers.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. Work collaboratively to deliver a broad range of facilities and reception services requiring specialist knowledge. Develop excellent working knowledge of the specialist software used for enabling reception and facilities services and train the FARS Assistants in their use.
2. Ensure that all customers are made to feel welcome and supported when using the spaces. Collaborate with the Learning Environment and IT & Library Support teams to give a great customer experience when using IS learning spaces and services.
3. Ensure the reception is adequately staffed during all service hours in order to manage the constant influx of people and a high number of enquiries. Supervise a busy customer-facing environment efficiently and ensure the business continuity at all times.
4. Support the FARS Assistants to deliver a wide range of services in a friendly and customer-focussed manner. Ensure they are equipped to have challenging conversations to address student behaviour and rule compliance in the IS-managed learning spaces.
5. Develop and maintain a trusted partner relationship with teams throughout the University to ensure IS facilities are well maintained and accessible.
6. Liaise with Student Support & Wellbeing and Campus Security to ensure students are well supported and rule compliance is managed.
7. This is a varied and physically demanding post, requiring the team to occasionally move heavy items as well as covering all areas of a multi-floor building.

Facts & figures

Direct reports	Approximately 4 FTE
Annual budgets	1-2 IS project budgets c £20k annually
Annual project portfolio	1-2 internal IS projects annually with University staff, student and visitor impact
Services delivered directly to	Students, staff and visitors.
Work reported to	Facilities and Reception Services Manager
External scrutiny	Specific NSS questions about direct service provision; services included in academic periodic programme reviews and school reviews, Accreditations
Membership of	IS Team meetings, IS project steering groups

Internal & external relationships

Internal:

- Staff, students & visitors – welcoming, giving support and advice, dealing with issues and concerns, and service development.
- User Experience section teams – collaborating to ensure the IS facilities and services are available during opening hours 7 days a week.
- Committees, user panels, ad hoc groups position.
- Commercial Services, Finance, Campus Security and Estates – collaborating to deliver building maintenance, payment processing, cleaning and security services.

- External:**
- Other Universities, professional & academic networks – maintaining and building partnership.
 - Professional bodies – networking, training.
 - External contractors and suppliers – monitoring, liaising.
 - Customers including library visitors – supporting and gathering feedback.

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Prolonged physical/manual work/Manual handling
- Working at heights
- Regular use of Screen Display Equipment
- Vocational driving on & off campus
- Conflict resolution
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• Educated to GCSE English and Maths at grade C/4 or equivalent.	A
• Experience providing a direct customer support service and the ability to suggest and deliver improvements including developing, interpreting and adapting working procedures.	A
• Strong ability to support and develop staff.	A, I
• Effective interpersonal skills and the ability to work confidently and diplomatically with all stakeholders, both in person and online.	A, I
• Clear customer focus and commitment to delivering a high-quality service and improving the student experience.	A, I
• Excellent IT skills with experience of using Microsoft 365 or similar products and a willingness to learn new IT systems.	A, I
• Highly organised with the ability to prioritise work and deliver to deadlines in a pressured environment.	A, I
• Experience of budget management.	I
• Commitment to attend the buildings and be available remotely outside working hours and to take part in emergency cover as required.	I
• Pro-active and self-motivated with the ability to organise, prioritise and problem solve effectively.	I

• Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research.	I
• Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role.	I
Desirable	Assessed via
• Experience with matrix and/or line management.	A,I
• Experience in effective building management and security	A,I
• A current health and safety qualification and/or experience in health and safety management	A,I
• Some knowledge of library systems and technologies	I
• Knowledge and experience of safe manual handling practices together with the ability to carry out manual handling tasks	I
• Experience or knowledge of higher education settings	A
• Experience of using HR procedures to help manage staff.	A
• Experience of managing rule enforcement within shared spaces.	I
* A - Application; I - Interview; T - Test/presentation at interview stage	