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Job Description & Person Specification

Post: Support Services Officer

Responsible to: Executive Assistant

Responsible for: Not applicable

# Overall job purpose

To provide quality tenant services to our team, our tenants and our visitors at Westlakes Science Park, promoting excellent customer relationships and ensuring excellence in our Tenant Services offer.

To be the first point of contact for our customers, delivery partners and the wider BEC team.

To promote and coordinate our tenant services offer including postal services, meetings, events and hospitality services, working with our on-site catering provider. Working with our Facilities team to manage other tenant services including cleaning and maintenance.

Key operational responsibilities include:-

* Answering telephone calls, emails and online enquires, directing as appropriate,
* Greeting tenants, visitors and contractors on arrival and managing departures.
* Issuing post, keys and security fobs to tenants, delivery partners and contractors.
* Ensuring our meeting/events spaces are maintained and set up as required.
* Dealing with bookings and marketing our meetings, events and hospitality offer.
* Working with our on-site catering provider to ensure a quality hospitality offer.
* Providing postal services to tenants, franking mail, cash handling and raising invoices.
* Other administrative functions such as stock replenishment as required.

## Behaviors

As a company, we set high standards of performance and ethical behaviors. The following corporate behaviors underpin the working environment at BEC and assist us in delivering our vision.

* Working with integrity
* Being commercially astute
* Partnering people and change
* Driven to make a difference
* Accountable for actions
* Courageous leadership
* Environmentally responsible

## Key Objectives

As Support Services Officer you will be responsible for the provision of first class customer services and the delivery of the following key objectives:-

* Provide reception services at Westlakes Science Park - meet, greet and attend to the needs of tenants, visitors and contractors on arrival and departure.
* Notify team members when visitors arrive and escort/direct visitors as required.
* Answer and direct internal and external calls as required, resolve customer enquires effectively and efficiently in a polite and courteous manner.
* Log reactive repairs and maintenance requests for tenants and engage with Facilities to ensure works are arranged and completed satisfactorily.
* Ensure the main reception area is clean and tidy and appropriately equipped.
* Manage stocks of consumables including stationery, postage and meeting/events supplies, process purchase orders and acquire goods/services as required.
* Manage bookings for meetings, events and hospitality services, ensure spaces are set up and equipped in line with users expectations.
* Regularly check meeting/events spaces to ensure spaces are maintained appropriately, equipment is fully operational and meets the expectations of users.
* Develop promotional materials and market our meeting/events cafe spaces and café/hospitality through various channels including social media and direct marketing.
* Maintain a directory of tenants and meeting/events users to enable direct marketing.
* Maintain site security by issuing and ensuring the return of keys/fobs etc.
* Receive and sort mail for tenants, frank outgoing mail, arrange courier for deliveries and pick-ups. Maintain postage records, receive cash payments and issue invoices for postage services.
* Maintain a good working knowledge of the telephone system, other office equipment, courier and royal mail services and ensure they remain operational and fit for purpose.
* Keep staff and visitors safe as far as possible, support the Facilities Services Coordinator in ensuring Health and Safety is maintained.
* Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences.
* Contribute to the delivery and achievement of company key performance indicators and enhanced team performance
* Deal with customer complaints, comments and enquires.

## Health and Safety

The post holder is required to carry out the duties in accordance with the Company’s Health and Safety policies and procedures.

## Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. In particular, the Support Services Officer will be expected to support the Facilities team with building related tasks when required.

Such duties, however, will fall within the scope of the post, at the appropriate grade. The Support Services Officer may be required to work outside of normal office hours and at any BEC location.

## Continuous Personal Development

The post holder is expected to undertake regular CPD and work with the line manager to identify those areas for further training and development, undertaking relevant courses and qualifications as required.

## Diversity

## The post holder is required to have due regard to equal opportunities and diversity at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all staff.

## Quality

To support BEC in striving to create a client service culture with total commitment to quality.

## Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

# Person Specification

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| Skills & Abilities |  |
| Essential | Desirable |
| * Experience working in customer services. * Ability to work under own initiative to agreed guidelines and timescales. * Excellent communication skills and the ability to work across all levels of the organisation. * Excellent organisational, time and diary management skills. * Ability to work with minimum supervision. * Ability to maintain a calm manner and deal with complaints in a satisfactory way. | * Ability to develop promotional materials and user guides for print and digital distribution. |
| Knowledge, Education & Qualifications |  |
| Essential | Desirable |
| * Good understanding of the importance of effective customer services and teamwork in promoting the image of the organisation. * Excellent computer skills, including use of Microsoft Teams, Outlook, Word, PowerPoint and Excel. | * Business Administration or Customer Service NVQ Level 3 or equivalent qualification. |
| **Experience** |  |
| Essential | Desirable |
| * Experience of working directly with customers, visitors and tenants. * Experience working in a multi-disciplinary team and responding to changing requirements. * Using soft skills and empathy to identify customer needs, address complaints and deliver excellent customer services. * Management of room bookings. | * Experience of working in a highly politicised environment and working with a wide range of partners with differing priorities. * Direct and indirect sales and marketing. |
| **Personal Attributes** |  |
| **Essential** | **Desirable** |
| * Hard working, motivated and confident. * Driven and ambitious with a flexibility and willingness to take on responsibilities and challenges with vigour. * A quick learner with an openness to new ideas. * Dedicated team player. * Enthusiastic and approachable. * Resilient and calm under pressure. * Tactful, diplomatic and assertive when dealing with challenging situations. | * Passion and understanding for the BEC brand, its mission and for West Cumbria as a place to live, work and do business; |
| **Any Other Requirements** |  |
| **Essential** | **Desirable** |
| * Ability to represent the business throughout Cumbria and if required, the UK as and when required. * Ability to cope with the challenges associated with the role. * Flexibility in hours worked and location of work base. | * Lives within reasonable commuting distance of West Cumbria. * Current clean driving license and access to a vehicle. |