

# The Leicestershire College

## Job Description

### 1. Job Details

Job Title:	Estates Customer Service Officer (Part-Time)
Department:	Estates
Reporting To:	Contractor Control Officer
Competency Level:	Business Support 2
Hay Grade:	G2
Date of Job Evaluation:	March 2019
Annual Salary (FTE):	£14,899.20 Per Annum (Based on FTE of £24,832 Per Annum)
Date:	August 2025

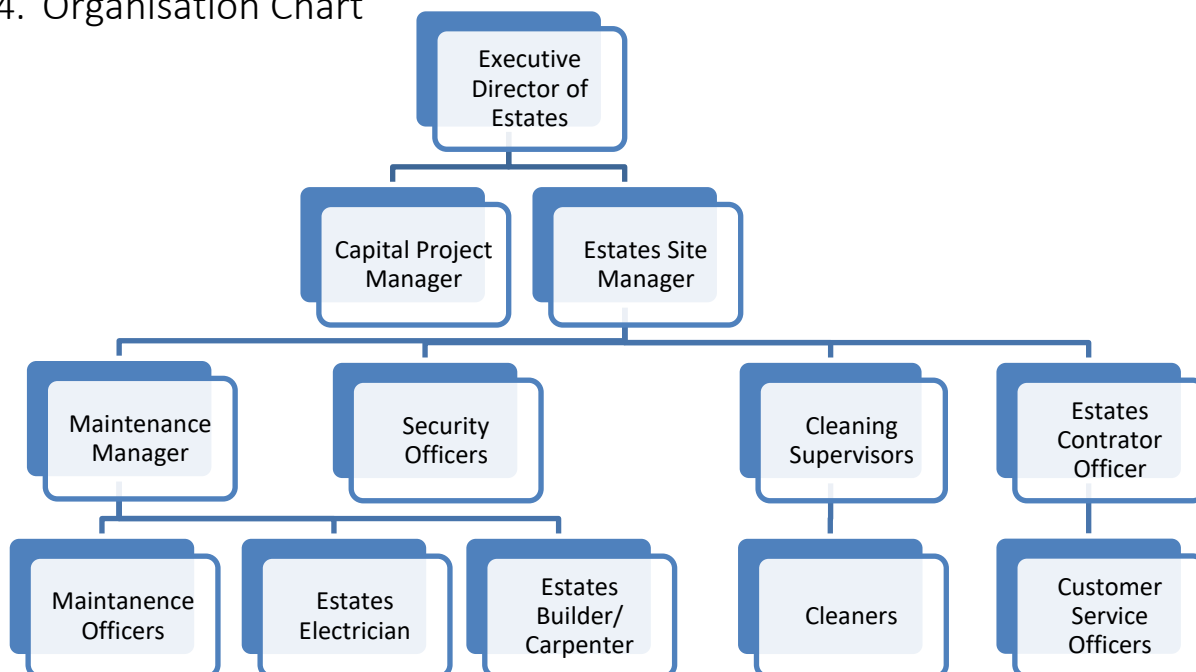
### 2. Job Purpose

Provide a professional, responsive and welcoming service to all contractors, estates visitors, college staff and students through any platform – face-to-face, telephone, digital. Have an in-depth knowledge of college processes and Estates systems in order to be able to provide a seamless, efficient and professional service to all Estates stakeholders.

### 3. Dimensions

Not applicable

### 4. Organisation Chart



## 5. Diversity and Inclusion

Loughborough College is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally within Loughborough College and any place associated with Loughborough College by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time at Loughborough College.

E – Equality – All stakeholders will be given the same opportunities throughout their time at Loughborough College. They will be treated, and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College will work towards being a diverse College by ensuring all people are represented and have role models to aspire to. A diverse College will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College will create an environment that is truly inclusive by celebrating everyone’s individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College will ensure a more diverse and engaged workforce, student population and other stakeholders’ relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

## 6. Key Responsibilities

### Core Responsibilities

- To promote the College’s vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first-choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

### Role specific responsibilities

- Deliver a comprehensive range of front-line services, ensuring the service provided are aligned to the college and service strategy and vision.
- To work under the contractor control officer in the department, in relation to a variety of functions, and to support in developing responsive and customer friendly Estates services.

- Provide comprehensive support to the Estates management team in order to support the delivery of the Estates department function.
- Provide a responsive, welcoming and informative front-line service across a suite of communication platforms including telephone, written, email and face to face.
- Adherence to set protocols, compliance and regulatory requirements is of paramount importance in this role.
- Comfortable using a suite of technologies including current telephony services, intercom, printers and multiple software packages amongst others.
- Maintain current and informative awareness of Estates functions, front line services and key college processes.
- Work closely with students, visitors, department and wider college staff to ensure a consistent and high-quality service that is transparent, consistent and fair.
- Maintain up to date knowledge of the college and estates department processes and procedures.
- Be willing and able to support with multiple and varied administrative tasks and processes at any given time.
- Utilise the estates helpdesk application to maintain a current, reactive, efficient and customer service focused task logging system.
- Responsible for all College post and parcels, keeping a record, signing in and out.
- Communicate with and coordinate external contractors, including scheduling appointments, completing induction upon arrival to site and issuing passes, keys and permits to work as required.
- Ensuring all records are maintained to meet internal and external audit requirements.
- Ensure day to day working practices are compliant with GDPR legislation.
- Undertake such required training and reading as to ensure relevant estates regulation and legislation knowledge is updated and refreshed.
- Undertake such training and education necessary to update skills and knowledge related to the changing needs of the college
- Any other duties reliant to role.
- To undertake other reasonable duties as required and requested by estates management.

## 7. Key Result Areas

Action	Result
<b>Successful and attentive data entry input for all records.</b>	Excellent first impressions lead to a cohesive and successful customer experience.
<b>Friendly, welcoming and efficient service provided to all incoming customers.</b>	All demands met at a crucial time for the business and its customers.
<b>Adaptable and flexible approach to all tasks required.</b>	Continued drive for recruitment to all College income streams.
<b>Dealing with all general enquiries.</b>	Efficient, professional and knowledgeable service will lead to increased conversions and uptake in business.

## 8. Key Working Relationships and Communications

**Internal:** All college staff

**External:** Visitors/Students/Prospective students & parents/guardians/Prospective customers/contractors

## 9. Scope for Impact

Not Applicable

## 10. Competency profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.	

## 11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess qualification in Maths and English Levels 4-9 (GCSE grades A* – C) or equivalent	•		Application/ Certificates
2.	L3 or above qualification in Customer service or similar, or willingness to work towards	•		Application/ Certificates
<b>EXPERIENCE</b>				
3.	Experience of using Microsoft Office applications (e.g. Word, Outlook and Excel)	•		Application/ Interview
4.	Experience of working with customers and managing a range of administrative tasks	•		Application/ Interview
5.	Experience of handling sensitive data and situations with discretion, professionalism and confidentiality		•	Application/ Interview
6.	Experience of team work within a fast-paced environment		•	Application/ Interview
<b>SKILLS &amp; KNOWLEDGE</b>				
7.	Excellent customer service and interpersonal skills	•		Application/ Interview
8.	Clear operational thinker with considered problem - solving skills	•		Interview
9.	Excellent attention to detail	•		Interview
10.	Ability to work accurately under pressure	•		Application/ Interview
11.	Comfortable with a wide range of IT systems and the ability to understand and manage data as well as proficient use of Excel, Databases, Word and PowerPoint		•	Interview
12.	Ability to organise and prioritise multiple tasks effectively to meet deadlines	•		Interview
13.	Literate, organised and numerate with strong communication skills at all levels	•		Interview
14.	Be able to work flexibly		•	Interview
15.	Able to prioritise a varied workload	•		Interview
16.	Ability to both work effectively within and contribute value to a team, and be self-reliant.	•		Interview
17.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
<b>BEHAVIOURS</b>				
18.	Comply with professional standards at work in order to maintain positive working relationships	•		Interview
19.	Show commitment to the improvement and maintenance of standards	•		Interview
20.	Promote the College's equal opportunities policy and practices	•		Interview
21.	Ensure the safeguarding of students	•		Interview

## Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, welcoming staff and students onto campus, enrolment duties, supporting with open days and any other college activity. This is expected of you in the post mentioned above and all other posts within the College.
3. This job description and person specification was prepared in August 2025 and may be amended in light of changing circumstances following discussion with the post holder.

## 12. Job Description Agreement

<b>Job Holder Signature</b>		<b>Date</b>	
<b>Manager Signature</b>		<b>Date</b>	