



## SECTION 1 : JOB DESCRIPTION

<b>JOB TITLE :</b>	Customer Experience Assistant
<b>SERVICE AREA :</b>	DCFM
<b>DIVISION :</b>	Facilities Management
<b>GRADE:</b>	GR3 - £20,903 to £27,041
<b>DATE :</b>	July 2021

### PURPOSE OF JOB :

1. Provision of a customer focussed telephone/email support service including service request logging, assignment and tracking using our CAFM operating system.
2. Provision of a range of administrative support services for the Facilities Management teams.
3. To be an active member of the team undertaking flexibility of roles depending upon workload and priorities.
4. To support senior managers in delivering Acivico's strategic agenda and business performance objectives.

### KEY RESPONSIBILITIES:

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area(s). They may also include other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop in line with key 'strengths' to ensure flexible and integrated working across the organisation.

1. To log all help calls and customer service requests by phone or email on our CAFM platform, assign tasks, create work instructions and track all jobs through to completion and invoicing.
2. To provide a high-quality service to customers, ensuring that their needs are met within the parameters of the service catalogue and customer satisfaction metrics.
3. To provide business and administrative advice and ensure all transactions are conducted within the provisions of standing orders, financial regulations and Acivico policies and procedures.
4. To support staff within the business to help facilitate new systems and processes.
5. To arrange and support meetings and events as required through minute/note taking including the production of outputs in a timely manner.
6. To operate and maintain financial, administrative systems and processes in a consistent and responsive manner across the business.
7. To ensure that confidentiality is maintained to comply with the Data Protection Act principles.
8. To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues to management as they arise.
9. To work flexibly and as part of a team to ensure cover of all aspects of workload and to provide continuity of service.
10. To ensure compliance with all statutory requirements, e.g., Health & Safety, etc., and the implementation of a positive Health & Safety culture that has ownership at all levels.
11. Observance of Acivico's Equal Opportunities policy.
12. Any other duties as commensurate with the post.



## RELATIONSHIPS :

**Title of job to which this normally reports :** Customer Experience Assistant  
**Number and nature of employees supervised :** 0

## PHYSICAL CONDITIONS :

Based at Brindley Place, Birmingham / Agile Working  
 Flexible working arrangements

## CONTACTS :

**Internal & External Contacts** Acivico Colleagues and Senior Managers; Clients/Client Representatives; Contractors; Consultants; Elected Members (occasional); Members of the Public (occasional/minimal); Suppliers; Building Users; Representative/Statutory Bodies/Government Officials

**Reason for Contact :** Contact required in order to carry out the duties of the post

## ACIVICO - PERSON SPECIFICATION

**Job Title :** Customer Experience Assistant  
**Directorate :** Acivico DCFM Ltd  
**Division :** Facilities Management  
**Grade :** GR3  
**Date :** July 2021

**Method of Assessment:** AF = Application Form; I = Interview; T = Test/Exercise; P = Presentation

Essential	Method of Assessment
<b>Experience</b>	
Minimum 3 years' experience in a similar role and in a Facilities Management (Hard Services) environment.	AF/I
Managing multiple contractors to deliver defined service levels and performance targets across Multiple portfolio's.	AF/I
<b>Skills and Abilities</b>	
Good level of verbal and written communication ability.	AF/I
Effective IT skills using Office 365 standard packages.	AF/I
Good organisational skills and ability to prioritise workload.	AF/I
Experience of dealing with and managing cost/invoice queries with clients and finance teams.	AF/I
Ability to methodically analyse large volumes of numerical and qualitative data.	AF/I
Ability to recognise problems and offer solutions.	AF/I



Ability to communicate with senior managers (Internal & external), Contractors & internal employees	AF/I
<b>Desirable</b>	<b>Method of Assessment</b>
Ability to develop and control a wide range of support and monitoring systems.	AF/I
Ability to work as part of a team and willing to undertake other duties when required.	AF/I
Ability to present (written and verbal) to a range of audiences.	AF/I
Ability to work on own initiative without direct supervision.	AF/I
Ability to train, develop and motivate staff.	AF/I
Ability to manage change.	AF/I
Ability to work varied hours to meet the needs of the business.	AF/I
Awareness of and empathy with diversity and equal opportunities issues.	AF/I
Commitment to customer care.	AF/I
<b>Training and Development</b>	
Willingness to undertake appropriate training	AF/I
<b>Education and Qualifications</b>	
Candidates will need to have appropriate educational attainments necessary to demonstrate a high standard of numeracy and literacy. An ability to communicate effectively and understand basic financial accounting is essential.	AF/I
Evidence of formal training in Customer Service or other relevant Facilities Management discipline would be advantageous.	AF/I