



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Support Services Assistant, Facilities Directorate



Salary: Grade 4 (£19,202– £22,017 p.a.)

Reference: FDEST1141

Closing date: 21 July 2019

Interview date: 5 August 2019

Support Services Assistant Facilities Directorate

Are you customer focussed and excited about delivering outstanding service? Do you have experience of working in a busy customer service environment in addition to exceptional communication skills? Do you want to join a team delivering vital services across a busy University campus?

We are looking for a professional and proactive individual to join our Facilities Directorate Support Services team who can bring their excellent organisational and customer service skills to the delivery of the University's car parking provision. The primary focus of this role is supporting the day to day operation of the University car parking operation through providing an excellent level of customer service when dealing with a wide range of queries.

You will possess excellent communication and interpersonal skills and have a confident and professional telephone manner. You will be working to tight deadlines and therefore will need to be exceptionally well organised to manage the variety of tasks and requests made.

What does the role entail?

As a Support Services Assistant, your main duties will include:

- Acting as a first point of contact for; all car parking queries, maintenance issues via the Estates Helpdesk and administrative support where required, providing the highest possible level of customer service;
- Carrying out all car parking administration duties to support the effective management of the car parking operation;
- Ensuring that all data relating to authorised car registration numbers is up to date and imported into the enforcement system. This includes the generation of codes to accommodate special events/exceptions;
- Preparing evidence for appeals against parking charges and liaising with the relevant body to ensure timescales are adhered to;
- Providing a reception service to the Facilities Directorate building when necessary, ensuring the Health and Safety requirements of contractors and visitors are met.



These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Support Services Assistant, you will have:

- Experience of working in a busy customer focussed environment providing support to internal and external customers;
- Strong administration skills with extensive experience of working in a busy customer service environment;
- The ability to work collaboratively and co-operatively with a flexible and proactive approach;
- Outstanding organisational skills with the ability to work under your own initiative, prioritise tasks and adapt to constantly changing demands;
- Excellent interpersonal and communication skills with the ability to build credibility and trust with people at all levels across the University;
- Extensive IT skills including a strong working knowledge of Microsoft Word, Excel and Outlook.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).

Contact information

To explore the post further or for any queries you may have, please contact:

James Mortimer, Support Services Officer
Tel: +44 (0)113 343 30709
Email: J.Mortimer1@leeds.ac.uk



Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

