

**Job Description: Professional Service Positions**

|  |  |
| --- | --- |
| **College/School:** | *Estates and Facilities Management* |
| **Job Title:** | *Event Support assistant* |
| **Department/Subject:** | *Event Services* |
| **Salary:** | *Grade 4* |
| **Hours of work:** | *Full time* |
| **Contract:** | This is a permanent position |
| **Location:** | This position will be based across both Singleton and Bay Campus |

|  |  |
| --- | --- |
| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information** | This role sits withing the Events services department Supporting the management and implementation of the University’s booking allocation policy.  The post holder will be the first point of contact for booking enquiries by telephone, email and face – to- face from staff, students and visitors. |
| **Main Purpose of Post** | 1. Provide administrative support to Event Services. 2. To assist in developing and implementing new booking, administration and system procedures. 3. Be responsible for inputting bookings, works orders and audits into University Systems. 4. Ensure bookings are progressed appropriately in line with procedures. 5. Explain products and services available, using the opportunity to upsell. 6. Effectively communicate and co-ordinate space booking activity on campus, working with service delivery departments as appropriate. 7. To develop an effective working relationship and support the activities of the Campus Service Teams and wider teams in Estates and Facilities. 8. Report on space booking usage, circulating to relevant stakeholders. 9. Be accountable for achieving results, creating a culture that motivates others to be innovative and outcome-focussed and to perform effectively during challenging and changing times. 10. Supporting the delivery of Customer Service Excellence for Estates and Facilities Management through engagement with customers and stakeholders. 11. To undertake and take responsibility for continuing personal professional development as necessary for the role. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies. 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition. 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers * Demonstrable evidence of providing a caring approach to all your customers ensuring a personalised and positive experience   **Qualification:**   * Educated to a good general level including GCSE Maths and English.   **Experience:**   * Experience of working in a HE or education setting. * Experience of working collaboratively, as part of a team and co-ordinating with others. * Experience of delivering exceptional customer service and understanding customer needs. * Experience of working in a busy and ever-changing office environment and providing administrative support. * Proven organisational ability to deal with numerous competing tasks of a time sensitive nature and prioritise accordingly to ensure deadlines are met.   **Knowledge and Skills:**   * Excellent organisational skills with ability to show attention to detail, prioritise workloads and a drive to produce work of a high quality. * Excellent communication and interpersonal skills, verbal and written * Excellent IT Skills * Proven ability to work positively as part of a team and alone using own initiative   **Welsh Language:**  Level 1 – ‘a little’ (you do not need to be able to speak any welsh to apply for this role)    For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).  **Desirable Criteria:**   * Ability to communicate in Welsh. * Practical experience of providing a room bookings service. * Knowledge of room booking software. |
| **Additional Information** | Informal enquiries:  Please contact Melissa Ferreira by email [melissa.ferreira@swansea.ac.uk](mailto:melissa.ferreira@swansea.ac.uk) or Charlotte Rees [charlotte.m.rees@swamsea.ac.uk](mailto:charlotte.m.rees@swamsea.ac.uk) |

  