

JOB DESCRIPTION AND PERSON SPECIFICATION: CUSTOMER SERVICE ASSISTANT



Job description

Role:	Customer Service Assistant
Rate of Pay:	£13.68 per hour. (This rate is inclusive of holiday pay)
Full/Part time:	Part Time
Contract term:	Fixed Term
Responsible to:	Customer Service Manager
Hours:	This is a zero-hours contract designed to offer flexibility around your studies. Shift patterns typically comprise of 10 to 15 hours per week during term time.
Start Date:	January 2026
Location:	The Union MMU – On site
Eligibility:	Open to applicants who are currently studying at Manchester Metropolitan University and will be during 2026/2027 Academic year. Applicants must also be eligible to work in the UK.
Benefits:	We offer staff many benefits, including: <ul style="list-style-type: none">+ An employee assistance program (EAP) to support your wellbeing+ Plenty of opportunities for learning and development+ Monthly employee recognition incentives+ Discounts on coffee and food

Purpose of the role

As a member of the Customer Service team, you'll play a key role in delivering excellent customer service and supporting the smooth running of day-to-day operations. Your responsibilities will include welcoming visitors, handling enquiries, managing room bookings, and operating reception equipment. You'll also assist with event and meeting setups, cloakroom duties, and the preparation of refreshments for conferences. The role involves maintaining high standards of health, safety, and data protection, as well as collaborating with other teams to ensure a positive experience for all Union users.

Principal duties

Role specific:

- + To support the Union Reception function by welcoming and attending to customer enquiries in a friendly and positive manner.
- + To maintain excellent service standards working under the direction of the service manager or supervisor.
- + To undertake tasks and duties in support of the needs of the specific service area under the direction of the service manager or supervisor.
- + To achieve any customer service target levels as directed.
- + To operate equipment as necessary to include, but not be limited to, a telephone switchboard and guillotine.
- + To attend to room booking enquiries and maintain the room booking system as required.
- + To take room bookings at the reception desk and over the phone.
- + To ensure compliance with appropriate health and safety/licensing/food safety standards.
- + To deal with disputes and customer complaints in a constructive and positive way.
- + To set-up and pack-down refreshments for conferencing events as and when required.
- + To complete a handover at the end of each shift
- + To enter availability onto Staff Savvy before midnight every Tuesday.
- + Report and follow-up maintenance issues on Planon.
- + To open and close specific areas of the building.
- + To monitor the sign-out of keys to staff and students.
- + To receive and distribute any post including post needing to go to the Post shop.
- + To follow GDPR guidelines when handling personal information.
- + To carry out cloakroom shifts for various events including set-up and pack-down.
- + To provide support to events happening at the Union.
- + To carry out room set-ups for events and meetings.

The duties described above are not an exhaustive list but are intended as being illustrative of the level and type of work required. The Job Description may be subject to amendment from time to time after discussion with the post holder. This job description does not constitute part of the contract of employment.

Person specification

Criteria	Essential or desirable
Qualifications	
A student of Manchester Metropolitan University for the 2025/2026 academic year.	Essential
Experience	
Demonstrable experience of working in a comparable customer facing role.	Desirable
Knowledge and skills	
Must be willing to complete mandatory Food Safety, Health & Safety and Licensing training ahead of role commencement. This training will be provided and paid for.	Essential
To attend meetings and training events as required.	Essential
Personal attributes	
You'll be the face of The Union so having a friendly, welcoming and all-round excellent approach to customer service.	Essential
Excellent interpersonal skills, able to build appropriate relationships with people at all levels, and to deal with sensitive topics with tact, diplomacy and positivity at all times.	Essential
Strong problem-solving skills & attention to detail.	Essential
Be adaptable in your approach to tasks and responsibilities, working collaboratively with different departments and supporting activities across The Union.	Essential
Values and ethics	
Understanding of and commitment to the principles of equity, inclusion and diversity, and The Union's values .	Essential