

Job Description

Job title	Customer Services Coordinator
Team	Estate Team Scottow Enterprise Park
Site	Scottow Enterprise Park
Responsible to	Scottow Enterprise Park (SEP) Head of Estate
Responsible for	NA
Salary	£24,000.00 to £28,000.00 - Dependant on experience

Role and Context

Job Purpose

Hethel Innovation is looking for a Customer Services Coordinator to join its estate team at Scottow Enterprise Park (SEP). The estate team keeps the enterprise park running, deals with current and new tenants and works hard to improve the experience on site.

We are looking for someone who is proactive, takes ownership, likes problem solving and is keen to be part of an ever-improving site and business.

About you:

- Experience in customer services, managing facilities such as reception or welcome area with accuracy, ideally involving conferencing or meeting room management.
- A professional, friendly manner with great customer service and general people skills.
- Calm unflustered nature – takes things in stride, has a strong common-sense led approach.
- Ability to prioritise own workload and multi-task.
- Strong IT skills with experience of phone, email, security, and CRM systems.

The role of Customer Services Coordinator is pivotal in fostering a culture of exceptional customer service and operational efficiency within Scottow Enterprise Park. Key responsibilities include:

- Serving as the first point of contact for visitors and guests, providing a warm and courteous welcome. This will include facilitating arrangements for conferences, meetings, and virtual engagements with a proactive approach to ensure a seamless experience.
- Upholding and implementing proper procedures through effective administrative support for Scottow Enterprise Park and its tenants, ensuring smooth operations across all aspects of the business.
- Collaborate closely with other teams within the organisation to promote and maintain high standards of customer service. This involves working alongside the estates and sales team to deliver tailored services to meet customer service needs effectively.

Context

Scottow Enterprise Park is a 600-acre site in North Norfolk which is home to nearly 150 businesses. Formerly RAF Coltishall, it is now recognised as an Enterprise Zone under New Anglia LEP and has been set up to help businesses start, grow, and innovate. It is owned by Norfolk County Council and Hethel Innovation Ltd (HIL) manages the site and is responsible for all estates matters including the arrangement of new occupational lettings and the capital programme.

We manage two of the most exciting incubation sites for businesses in Norfolk: Hethel Engineering Centre and Scottow Enterprise Park. Across both sites, we offer flexible spaces for businesses that they can shape to their requirements. Our hands-on business development team provide bespoke advice and guidance to businesses no matter where they are at in their journey - whether it's just an idea, or a well-established organisation.

We are a small team with big ambitions – we act as one team across our functions with the primary objective of helping SMEs to innovate and become more productive.

Other Job Information (e.g. any special factors or constraints)

Some flexibility on hours will be required to cover for work related activities that need to take place outside of site opening hours.

Principal Duties

Customer Services:

- Always representing Hethel Innovation with a positive attitude and a professional business appearance.
- Delivering an exemplary front of site experience every time, ensuring all customer experiences are positive.
- Greeting visitors to the site warmly and offering them help immediately.
- Ensuring a welcoming and positive signing in experience for visitors and ensuring they are properly signed in and directed to where they need to be.
- Taking support enquires and raising support tickets to enable tracking and resolution of customer requests effectively and efficiently.
- Answering questions about service and unit availability taking details and passing on to the appropriate teams.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution and customer satisfaction.
- Identify, assess, and provide solutions for customers' needs to achieve satisfaction.
- Maintaining a database of customer information.
- Have overall responsibility for addressing customer enquiries promptly and with a focus on ensuring customer satisfaction with other teams when required. Maintain ownership of each customer interaction, ensuring responses meet or exceed customer expectations.
- Assist new customer inductions on site.
- Encouraging and collating customer feedback and working with appropriate teams if necessary to ensure feedback is acknowledged and acted upon.
- Occasionally attending to tenants on site in a covering capacity as required.
- Build sustainable relationships and trust with customers.

Administrative:

- Working with the Estate team to help coordinate contractors and visitors on site.
- Administration of site entry passes, CCTV reports when required, and recording visitor details.
- Maintain site security by following safety and GDPR procedures.
- Assist the estates teams with operational tasks.
- Coordinating events and space bookings onsite, including setting up meeting facilities, arranging catering for meetings and events, preparing tea and coffee urns, and coordinating catering. Additionally responsible for clearing and rearranging conferencing facilities and clearing up after events and bookings.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Ensure all administrative tasks are completed with meticulous attention to detail, ensuring high-quality outcomes are consistently achieved. This also includes the management of all incoming post / parcels and ensuring they are delivered correctly.
- Ensure HIL offices and communal buildings are well stocked and always have the necessary supplies.
- Scheduling appointments and meeting times for HIL staff and visitors to site.
- Support HIL in ensuring security is maintained reporting suspicious activity on site.
- Developing a means of continuous improvement for the front of site, looking for opportunities to improve processes and the overall experience of site users.
- Supporting the SEP team with administration as required, such as placing consumables orders, data entry, and reporting etc.

- Working as part of the Estate Team providing business administration assistance and in technical tasks.

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Administrative training • Microsoft office training • Full UK Driving License 	<ul style="list-style-type: none"> • Customer service qualifications

Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience in a customer facing role • Excellent interpersonal and active listening skills. • Clear communication skills and a strong command of English language • Strong attention to detail. 	<ul style="list-style-type: none"> • Experience working with SMEs • Working knowledge of customer service management. • Experience being the first point of contact for a company. • Database management and experience
Skills/Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Organised • Responsive • Ability to work calmly under stressful situations. • Multitasking skills and good organisational abilities. • Ability to work well in a team. • Take the extra mile to engage customers. • Customer orientation and ability to adapt/respond to diverse types of characters. 	<ul style="list-style-type: none"> • Knowledge of business parks / centres. • Previous experience of working in a front of house environment working with customers.
Behaviours	
<ul style="list-style-type: none"> • Takes pride in their work and strives for excellence • Honesty and integrity • Proactive • Reliable and flexible • Willing to experiment and test new ideas • Having the courage to lead by example and be open to change 	

General Information

- The job description details the main outcomes of the job and will be updated if these outcomes change.
- All work performed/duties undertaken must be conducted in accordance with relevant HIL policies and procedures, within legislation, and considering the needs of our customers and the diverse community we serve.
- Job holders will be expected to understand what is meant by safeguarding vulnerable groups (children, young people, and adults) and how to raise concerns.
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.
- The successful candidate may be required to use their own personal vehicle on site, they will need to ensure they have appropriate car insurance.

The information in this job description is accurate and reflects the requirement of the role:

Line Manager: Adam Buckingham

Position: Head of Estate

Date: October 2024