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| JOB DESCRIPTION | |
| Job Title: Information Centre Assistant Coordinator | Salary: £28,274 - £34,515 |
| Contract Length: Permanent | Hours/FTE: Full-time |
| Grade: 3 | Location: Elephant & Castle |
| Accountable to: Information Centre Manager | College/Service: Information Centre (Administration and Resources) |
| Purpose of Role: To provide general assistance and support within the College's Information Centre, contributing to the provision of a fully functional reception service for external visitors, current students and members of both academic and support staff, responding to queries comprehensively and expediently in person and by email and phone. In addition, the role will support the Information Centre Manager in day to day supervision of Front of House Assistants, and will deputise for the Information Centre Manager where appropriate. | |
| Main Responsibilities <ul style="list-style-type: none"> • Provide effective supervision and direction to the Front of House Assistants in the absence of the Information Centre Manager and, on occasions, to deputise for the Information Centre Manager. • Contribute to a culture of continuous service delivery improvement, consulting the Information Centre Manager on proposed developments. • Work alongside the Information Centre Manager in the planning and leading of tours of the College. • Support the Information Centre Manager in the induction and training of temporary and permanent staff in the unit. • Contribute to the planning and implementation for open day activities, events and exhibitions, and to provide front of house support for these, including evenings and the occasional Saturday. • Implement procedures and protocols for general reception duties - including meeting and greeting external visitors. • Provide helpful and comprehensive general information and assistance, drawing upon manuals and other documentation, act as an effective contact point for all student enquiries before referral to other support agencies if required • Provide CRM support in the answering of college enquires, monitoring event bookings and assisting in the weekly reporting of team productivity • Assist with escorting visitors/prospective students/interviewees around the building and the provision of tours of the College in response to senior management requests • Assist with the production of student letters for on demand and electronic requests. • Assist with the issue and replacement of staff and student ID cards as directed by the Information Centre Manager • Provide an effective point of contact for reporting accidents, facilities issues and general fault reporting, ensuring that they are appropriately logged • Support the effective communication of all timetable information to both students and staff | |

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| <p>through electronic and other media, helping with the dissemination of information about room and other timetable changes to students and staff so that they are alerted in a timely fashion</p> <ul style="list-style-type: none"> • Assist with booking of couriers, taxis and assist with post duties including postal deliveries/collections, ensuring that academic staff pigeon holes are serviced efficiently • To undertake health and safety duties and responsibilities appropriate to the role. • To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work • To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities • To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness • To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations |
| <p>Key Working Relationships:</p> <p>Students, staff and external visitors College Administrative Office</p> |
| <p>Specific Management Responsibilities Budgets: Staff: Other (e.g. accommodation; equipment):</p> |

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Person Specification

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| Specialist Knowledge/ Qualifications | <ul style="list-style-type: none">• Educated to at least A level• Knowledge of good practice in relation to customer service and support• Supervisory qualification or substantial experience - Desirable |
| Relevant Experience | <ul style="list-style-type: none">• Experience of working in a front-line 'customer' focused role• Experience of Supervising Staff• Experience of working in HE / FE administration in a large complex organisation - Desirable |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media |
| Leadership and Management | Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance |
| Research, Teaching and Learning | Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity |
| Planning and Managing Resources | Plans, prioritises and organises work to achieve objectives on time |
| Teamwork | Works collaboratively in a team and where appropriate across or with different professional groups |
| Student Experience or Customer Service | Provides a positive and responsive student or customer service |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve problems |

HERA Ref – LCC IC02

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Last updated: April 2015