

JOB DESCRIPTION	
Job title: Information and Helpdesk Officer	Accountable to: Senior Student Adviser or Head of Service
Contract length: 6 months	Hours per week: 35
Salary: £29,358 - £35,839	Grade: 3
Service: Student Services	Location: Cross University
<p>Purpose of Role: The Information and Helpdesk Officer is the first point of contact for student-facing services, dealing with enquiries from prospective, current and past students, staff and external organisations. The post-holder also provides some administrative support for the Student Advice Service team, and ensures that current and up-to-date information is on display and online as required.</p> <p>The post is offered as a cover for staff absence, and may start as a remote worker due to COVID 19. However, it is expected that the post will be based in University buildings at some point during the period. Some duties will be modified according to the location.</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • To provide a general information and reception service for student-facing services, referring visitors and telephone callers to the specialist services. • To deal with enquiries from prospective, current and past students, University staff, external organisations and members of the public. • To provide information and advice in respect of initial enquiries on student finance, international student issues and all other support services within the University. • To promote Student Services through liaison with other key front-line staff in the University. • To provide administrative support to the Student Advice Service, in respect of appointments, data entry, case-management and statistics, and other matters as required. • To be responsible for information and leaflet display, maintaining up-to-date Student Services information throughout the building or College and online. • To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University. • To undertake health and safety duties and responsibilities appropriate to the role. • To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work. • To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022). • 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 accordance to the University's policies and procedures, as laid down in the Financial Regulations. 	

Key Working Relationships:

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Student Advice Service / other frontline Student Services staff
- Other relevant University departments, staff and students

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): Information area and publications

PERSON SPECIFICATION

Specialist Knowledge/ Qualifications	<p>Knowledge of student support issues for students in Further and Higher education, including student finance and immigration.</p> <p>Knowledge of the aims and framework of advice and support services.</p> <p>Knowledge of techniques to establish basic facts by carrying out appropriate enquiries.</p> <p>Knowledge of a range of sources and types of information related to general student support issues to produce full and accurate accounts of situations and feedback to students and staff.</p> <p>Educated to A level standard or equivalent work experience</p>
Relevant Experience	<p>Experience of providing reception / administrative support in a caring profession, dealing with people, some of whom may be in distress, in person and by telephone.</p> <p>Experience of providing administrative support in a busy working environment, using a range of administrative software.</p> <p>Experience of working as a member of a team, providing support, assistance and cover where needed.</p> <p>Experience of supporting services that ensure confidentiality and discretion, and high level of understanding of equalities duties.</p> <p>Experience of making relevant adjustments to ways of working to ensure that the service is as inclusive as possible.</p>
Communication Skills	<p>Communicates effectively orally with people from a variety of backgrounds.</p> <p>Communicates in writing and/or using visual media in order to express complex matters with clarity and in a variety of tones of voice</p>

Leadership and Management	Sets an example for other individuals or a team effectively, delivering on objectives to help manage team performance
Professional Practice	<p>Provides a positive and responsive student or customer service</p> <p>Ability to respond sensitively, helpfully and consistently to a wide range of enquiries, including students who may be in distress.</p> <p>Proven ability to work independently and exercise judgement on when to refer to other staff.</p>
Planning and Managing Resources	<p>Plans, prioritises and organises own work to achieve objectives on time</p> <p>Able to assist others in their planning, priorities and work</p>
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: 2019