

ual:

Job Description

Job Title –Information Centre Advisor

Job Description	
College/Service LCC	Location Information Centre
Contract Length Permanent	Hours per week / FTE 35 FTE
Accountable to Information Centre manager	Weeks per year F/T
Salary £30,777 - £37,468 per annum	Grade 3

Job Description
<p>Purpose of Role</p> <ul style="list-style-type: none">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 academic, technical, professional, and administrative staff, responding to queries comprehensively and expediently in person and online.The role will support the Information Centre Manager daily and will deputise for the Information Centre Manager where appropriate. <p>Key Responsibilities</p> <ul style="list-style-type: none">To work closely and collaboratively with other stakeholders, fully assisting in the planning and delivery of events, managing diaries and hospitality requests. This could include supporting evening and weekend events.Contributing to a culture of continuous service delivery improvement, consulting the Information Centre Manager on proposed developments.To keep under review service delivery, being proactive by producing ideas and sharing them with the rest of the team.

- Working alongside the Information Centre Manager in the planning and leading of tours of the College for prospective students and new staff.
- To assist the Information Centre manager identifying the business needs for Student Ambassadors for peak times or covering annual leave. Booking the ambassadors, assisting in inductions, and training of temporary and permanent staff in the unit.
- To take responsibility in maintaining and developing visual content, with a knowledge of Adobe CC basic package (Acrobat, Illustrator, Photoshop, InDesign) and visual design and communication skills (layout, colour theory, typography, photography).
- To ensure the digital screens are up to date and that content follows UAL Brand and Accessibility guidelines. To provide helpful and comprehensive general information by phone, live chat, email and in person, acting as an effective contact point for all student enquiries before referral to other support agencies if required. Providing reception cover when needed, ensuring procedures and protocols are followed for students, staff, and external visitors
- Ensure rules and regulations for front of house, reception calendar, ID card policies are up to date (e.g., signage and written policies) to make Information Centre aware and/or liaising with the manager.
- Provide CRM support in the answering of college enquires, live chat, monitoring event bookings and assisting in the weekly reporting of team productivity
- Providing full support in assisting enquiries using the University's student records system (SITS)
- Assisting with the production of student letters for on demand and electronic requests.
- Assisting with the issue and replacement of staff and student ID cards
- Assisting with booking of couriers and taxis

Working across teams

- Collaborating with academics and student representatives to discuss the showcasing and curation of student work.
- Working across teams to identify improvements to staff and student delivery
- Working collaboratively with and support other teams within the Internal and External Relations department, Recruitment and Outreach, to facilitate the most effective use of the information centre space and engage external events and visitors
- Working closely with colleagues across the College, including academic and administration staff, fostering a positive culture of collaboration
- Assist with escorting visitors/prospective students/interviewees around the building and the provision of tours of the College in response to senior management requests

Duties and Responsibilities

To perform such duties consistent with your role as may from time to time 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 Equal Opportunities Policy and the Staff Charter, promoting equality and diversity 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).

HERA code 001726

Person Specification

Job Title – Information Centre Advisor

Grade 3

Person Specification	
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• Digital enhancements - Photoshop, Illustrator, visual communication design, In-design (desirable)• Good understanding of accessible design principles to ensure that the content created and showcased is as accessible as possible• Knowledge of Salesforce CRM Program
Relevant Experience	<ul style="list-style-type: none">• Experience of working in a front-line 'customer' focused role• Experience of working in HE / FE administration in a large complex organisation• Experience of supporting and delivering events in collaboration• Experience of using strong interpersonal skills to build internal and external networks and develop highly effective working relationships• Experience of using strong organisational skills to prioritise and deliver a varied workload
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	n/a
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.
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Shortlisting will be based on your responses to the person specification. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.