

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Information and Helpdesk Officer

Salary:

Location: University services offices

Grade: 3

Accountable to: Senior Student Adviser or Head of Service

Service: Student Services

Purpose of Role:

The Information and Helpdesk Officer is the first point of contact for student-facing services based at either/both the Student Centre offices or the College offices, dealing with enquiries from prospective, current and past students, staff and external organisations. The postholder also provides some administrative support for the Student Advice Service team, and ensures that current information is on display in the Student Centre, Student Services offices in Colleges and around the University buildings.

Duties and Responsibilities

- 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 Advisers, in respect of appointments, data entry, filing and statistics.
- To be responsible for information and leaflet display in Student Services and maintaining up-to-date Student Services information throughout the building or College.
- 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)
- 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

Key Working Relationships:

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

- Student Advice and Funding team / other Information Officer & Receptionist
- Other relevant University 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>Proven ability to work independently and exercise judgement on when to refer to other staff.</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	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

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: August 2017