

BISHOP GROSSETESTE UNIVERSITY LINCOLN

JOB DESCRIPTION

TITLE: Student Advice Information Assistant

SCALE: Grade 3

RESPONSIBLE TO: Head of Student Advice

Job Summary:

The role of the Information Assistant is to offer efficient and welcoming front-of-house support to users of the Cornerstone Building; to provide a point of contact for general student enquiries; to arrange appointments and room bookings for Student Advice and non-medical help services; to maintain an active wellbeing publicity profile via campaigns, social media and activities; and to provide general administrative support to the Student Advice and Study Skills teams.

Detailed Responsibilities

- 1 To provide a friendly, efficient, and helpful reception service to users of the Cornerstone Building. The post-holder will be expected to demonstrate sensitivity, empathy and confidentiality when dealing with enquiries directed toward the Student Advice and associated teams.
- 2 To provide an efficient, effective and non-judgemental initial response to face-to-face, telephone and electronic enquiries from students on all aspects of University life, referring matters on to members of the Student Advice and associated teams as appropriate.
- 3 To ensure that the reception desk is staffed effectively at all times for the duration of its opening hours, arranging for appropriate cover at break and rest periods.
- 4 To schedule appointments, as appropriate, for members of the Student Advice, and associated teams.
- 5 To maintain records/monitor contacts with students using computerised systems where appropriate.
- 6 To maintain and assist in the development of information resources for the Student Advice and associated teams (in electronic and printed formats) for students and staff.
- 7 To receive, sort and distribute all incoming/outgoing mail for the Student Advice and Study Skills teams and provide them with general administrative support.
- 8 To observe relevant confidentiality and conflict of interest policies, and other relevant policies/procedures (such as Data Protection legislation) in order to safeguard the integrity of services to BGU students.

- 9 To attend appropriate training and staff development sessions, and participate in the annual appraisal process.
- 10 To comply with the University's Health and Safety Welfare Policy, legislation and Practice
- 11 To maintain professional standards in relationships, including non-discriminatory practices.
- 12 To undertake any other duties as may reasonably be required.
- 13 The post-holder must operate within the guidelines, procedures and regulations of the University.
- 14 The post-holder must operate within the University's Financial Regulations, People and Inclusion Policy framework, and other relevant University policies.

PERSON PROFILE
STUDENT ADVICE INFORMATION ASSISTANT

	Essential	Desirable
Education/ Qualifications and Special Training	Experience of reception duties	Experience of working in an advice centre or equivalent customer/client-focused setting
Knowledge and Skills	<p>Ability to empathise and work in a non-judgemental manner</p> <p>Excellent IT skills, including Microsoft Office suite, or similar</p> <p>Understanding of confidentiality and data protection protocols</p>	<p>Knowledge of Higher Education funding systems</p> <p>Knowledge of Higher Education Student Services</p> <p>An awareness and understanding of the Widening Participation agenda in Higher Education.</p>
Experience	Proven administrative and organisational abilities	Experience of working within higher or further education.
Personal Attributes	<p>Excellent interpersonal and communications skills, including awareness of verbal/non-verbal skills</p> <p>Client-centred</p> <p>Empathic</p> <p>Able to work as part of a team: conscientious, enthusiastic and self-motivated</p> <p>Methodical with an eye for detail</p> <p>Flexibility in approach to work and willing to undertake further training as required.</p> <p>Loyal, committed to the success of the University and willing to work hard to achieve better outcomes.</p>	Awareness of the Widening Participation Agenda in Higher Education