

Job Description

Student Support Assistant

Salary:	Grade 3
Contract:	Part time, ongoing
Location:	Canterbury Campus
Responsible to:	Student Support Administration Manager
Job family:	Administrative, professional and managerial

Job purpose

Welcome and receive enquiries via telephone and face to face. Undertake a range of clerical responsibilities to ensure the delivery of an efficient reception service for students and staff wishing to access advice and assistance from Student Support and Wellbeing.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- To provide cover to the Student Support, Wellbeing & Counselling Reception desk to ensure that enquires are dealt with in a sensible and approachable way and any issues students face are resolved in a professional manner.
- To accurately record student information pertaining to their interaction with Student Support and Wellbeing to ensure University records are kept up to date and that staff have sufficient information to manage enquiries, registrations and appointments.
- To provide general administrative support to facilitate the smooth running of the department including receiving and distributing incoming post and monitoring the Student Support and Wellbeing email inboxes. This can include being the first person to receive phone calls or emails from students in distress and being able to escalate these promptly and calmly.
- To work with other administrative staff to ensure the evolving needs of the Department are met including booking rooms and servicing meetings, data inputting and supporting events.
- To initially welcome and process students that present with complex needs for the daily triage service

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- To be able to maintain a helpful and approachable persona at all times, remaining calm in difficult situations.
- To be able to take phone calls and receive emails from students who may be demonstrating extreme levels of mental distress, including greeting these students at the Student Support and Wellbeing reception desk
- To be able to prioritise urgent/immediate work and ongoing duties, with support from your line manager.
- To have high levels of attention to details and record keeping abilities, including handling confidential information of a personal, sensitive nature, such as disability information.
- To respond to multiple competing enquiries received over the phone, via email or face to face, and to prioritise these effectively

Facts & figures

The Reception and Administration team sits within the Student Support department that consist of the following functions; Mental Health, Counselling, Specialist and Welfare Support, Disability Support, Financial Hardship, Safeguarding and Chaplaincy. We are part of the Student Life directorate which supports the student journey and all front facing student needs. The reception team works closely with all advisers across the department.

Internal & external relationships

Internal: Other members of team, staff at all levels of the University, students, academic staff

External: Visitors to the University, including parents, interviewees, contractors, meeting delegates

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- GCSE grade A-C (9-4) English and Maths or equivalent (A)
- IT training including Word, Outlook, Excel (A,T)
- Experience of providing reception services in a similar environment (A,I)
- Experience of dealing with enquiries, face-to-face, over the telephone and by e-mail (A,I)
- Experience of providing customer services to a high standard (A,I)
- Experience of providing an initial response to people who may be displaying signs of distress (A,I)
- Excellent record keeping and organisational skills (I)
- Adaptable to change with a positive attitude toward a constantly evolving environment, related to student support in HE(I)
- Ability to maintain confidentiality (I)
- Ability to remain calm and deal with enquiries sensitively, sometimes in challenging circumstances (I)
- Able to work within defined guidelines (T)
- Student focussed (I)
- Ability to work within a team – able to share information and involve others in finding solutions (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- A levels or equivalent A
- Previous administrative experience in a HE establishment A,I

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage