

Post Title: Student Support Assistant

School/Department: Student Support/ Student Services

Line Manager: Student Support Advisor

Grade: Grade 4 (fixed term)

Job Purpose:

As a recent BSU graduate (2017 or 2018) you will work within the Student Support Service to provide excellent customer service as part of a professional front of house service to applicants, students and staff; and to proactively contribute to a wide range of projects and activities focused on enhancing the student experience and student engagement.

Main Duties and Responsibilities:

- To deliver a professional front of house reception service and be the first point of contact for students accessing the Student Support Service.
- To respond to enquiries coming into the service in person, email or phone, providing initial guidance, information and referral as necessary, developing a knowledge base to provide excellent customer service.
- To offer information and guidance on a range of student support areas, including student finance, university policies, access to mental health and wellbeing services, disability matters and the University medical service.
- To provide administrative support to Student Support staff.
- To pro-actively deal with all correspondence (incoming and outgoing) as appropriate and to ensure the continuity of provision and response to service users.
- To take a lead with processing enquiries through the Student Support enquiry management system
- To assist with the dissemination of information to staff, applicants and students, this will also include identifying gaps in existing information base.
- To effectively and efficiently process all sensitive and confidential student data and to maintain systems and processes in line with agreed quality standards, including data protection legislation.
- To deal pro-actively with all correspondence (incoming and outgoing) as appropriate and to ensure the continuity of provision and response to enquirers.
- To assist with the dissemination of information to staff, applicants and students.
- To contribute to all major Student Services activities including open days, induction, clearing, registration, assessments and graduation, working effectively with colleagues from across the University.

- To contribute to and support a range of projects and activities; including the Peer Mentor Scheme, induction and transition events and other outreach activities.
- To undertake any other duties required which are within the grade of this post.

Additional Information:

The post-holder will be expected to undertake relevant training and take a proactive role in developing their knowledge in the context within which work is undertaken across Student Services and at Bath Spa University.

There will be the opportunity for work shadowing in other areas and services within the University.

PERSON SPECIFICATION

Qualifications/Experience

Essential:

- Recent BSU graduate (graduated in 2017 or due to graduate by the end of July 2018)
- Experience of record keeping, report writing and participating in team work
- Experience of using computerised systems including database, internet and email
- Experience of providing customer service

Desirable:

- ECDL, CLAIT or equivalent IT qualification

Skills & Knowledge

Essential:

- Excellent communication, interpersonal and presentational skills
- Excellent customer service skills
- An understanding of and willingness to observe confidentiality in all matters
- Excellent administrative and organizational skills
- An ability to plan and prioritise effectively
- An ability to relate to people of all ages and backgrounds
- A supportive, approachable and non-judgmental manner
- Ability to work as an effective member of the team

Desirable:

- An understanding of how Higher Education works and the context in which services within education operate

Personal Qualities

Essential:

- Ability to cope with periods of sustained pressure in a busy work environment
- Ability and willingness to work flexibly to achieve team goals
- Ability to work independently and as part of a team
- Flexible and adaptable
- Ability to communicate with tact and diplomacy
- Commitment to equality, diversity and inclusion
- Proactive attitude to work and engagement with personal and professional development within the role

Desirable:

- Proactive attitude to work
- Proactive engagement with personal and professional development within the role

Special Conditions:

- Some out of hours working will be occasionally required, including some evenings and specific weekends during the academic year (Graduation, Registration, Confirmation & Clearing).
- Opportunities for taking annual leave during the months of September and October will be limited, and leave at other times will need to be assessed across the team so that service provision is not impacted.