

Grade	4
Responsible to	Welcome & Triage Coordinator, Student Experiential Services
Purpose of the post:	<p>The post will provide welcome, triage and first response information, advice and guidance to students, applicants and university colleagues on student support matters.</p> <p>Accurately assessing students' needs quickly to respond to enquiries and enable appropriate onward referrals and make recommendations for on-going support as and when necessary.</p>

Principal responsibilities:

1. To act as the first point of contact for students, and other visitors, accessing information or support services from the University
2. To respond professionally to enquiries in person, by telephone or email/online, referring to specialist practitioners/advisors when appropriate
3. To demonstrate a strong customer focused attitude, operating with empathy and flexibly within a clear, consistent framework
4. To liaise with academic and professional services colleagues across the University as appropriate, to facilitate efficient and effective enquiry management and resolution
5. To be responsible for managing the student experience within the different areas of the Student Centre (and other buildings as relevant), taking a proactive approach, for example to queue busting activities and arrangement of furniture and displays
6. To understand and be sensitive to the cultural differences of our student community, with the ability to recognise and adapt to a changing environment
7. To demonstrate commitment to customer service excellence and continuous professional development, including maintaining an up to date understanding of the breadth of relevant University services
8. To play an active role in the Division's activities towards gaining and maintaining Customer Service Excellence Accreditation, including taking on formal roles within the process, such as that of Customer Service Champion, as required
9. To engage with all relevant online systems in logging, managing, tracking and referring student enquiries, making full use of functionality
10. To play an active role in the updating of information for students and staff, including analysing requirements on the basis of enquiries received and resolved, contributing information on need and suggested content, and performing updates on all relevant systems
11. To triage enquiries, identifying when referral appointments are required, and submitting referrals and bookings as appropriate via the online system
12. To develop and maintain professional relationships of respect, trust and support with all staff, to continuously improve the handling of student enquiries

13. To promote and publicise the services and functions of the Student Experience Division throughout the University
14. To play a role in all department-wide initiatives and developments to enhance and improve the student experience
15. To identify students who may be at risk of harming themselves or others and to invoke emergency procedures or referrals where necessary, ensuring that duty of care responsibilities are discharged at all times
16. To deal with all matters sensitively and discretely at all times abiding by relevant confidentiality and data protection policies
17. To help maintain a safe working environment by attending training as necessary and to carry out responsibilities with due regard to the University Equal Opportunities and Health and Safety Policies
18. To undertake any other duties that may reasonably be required

Person Specification

Knowledge & Qualifications	Essential	Desirable
• Experience of using Microsoft Office products in an administrative setting	X	
• Customer service qualification/training		X
• Experience of performing a frontline service role	X	
• Experience of customer records / enquiry management systems		X
• Knowledge of student support services within a higher education context		X
• First Degree or equivalent		X
Skills & Competencies	Essential	Desirable
• Experience of working effectively as part of a team within an HE or similar environment	X	
• Excellent administrative and organisational skills	X	
• Ability to multi-task, prioritise workloads and work independently in a busy environment	X	
• Highly developed interpersonal, communication and problem solving skills and the ability to stay calm and confident in difficult/pressurised situations	X	
• Ability to respond quickly to situations, assessing the need and adapting the approach accordingly	X	
• Experience of establishing appropriate professional relationships with customers and colleagues, recognising necessary and appropriate boundaries	X	
• Ability to network with professional colleagues within the sector		X
• IT literate, with an understanding of reporting tools	X	

