



## 1. Advertisement

**Post Title:** Welcome and Triage Officer

**School/department:** Student Experiential Services / Student Experience

**Hours:** Full time. Requests for [flexible working](#) options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 21698

**Salary:** Starting at £24,533 to £ 27,979 per annum, pro-rata if part-time

**Placed on:** 18 September 2023

**Closing date:** 02 October 2023. Applications must be received by midnight of the closing date.

**Interview Date:** To be confirmed

**Expected start date:** As soon as possible

### About you

We are seeking to appoint enthusiastic, dedicated and highly motivated individual to join the Student Experiential Services team. The posts will operate within the University's new Student Centre, to provide welcome, triage and first response information, advice and guidance to students, applicants and university colleagues on student support matters. Applicants should have a passion for excellent customer service, and experience of working in a fast-paced, results-driven environment.

For an informal discussion please contact Naomi Bennett ([n.a.s.bennett@sussex.ac.uk](mailto:n.a.s.bennett@sussex.ac.uk))

### About our Division

Our Student Experience is all about our Students. We work diligently to ensure that all our students are supported and have positive meaningful experiences in our University. We are led by our Student Experience Director and her Leadership team. Our services focus on Academic Quality, Student Data & Records, Careers & Entrepreneurship, Advice & Guidance, Complaints & Conduct, and Student Wellbeing. We work collaboratively with our Schools and Divisions to ensure our students have environment that will further enhances their potential and equip them to pursue their goals and aspirations.

### Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a

Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 12% total Pension Scheme(grades 1-6) 31.4% total (grades7-10)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave through our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

The Directorate for the Student Experience provides a range of administrative, academic and support services focussed on improving the student experience, both directly to students and also to colleagues in Schools and Departments.

This post is located in the Student Experiential Services team (SES), which is focused on the continuous improvement of all our services, using student insight and customer experience approaches to inform service design. The role will be liaising with multiple services and teams to ensure all students are able to access and benefit from the varied offer, and to make full use of the flexible facility this new space provides.

## 3. Job Description

Job Description for the post of: **Welcome and Triage Officer**

Department	Student Experiential Services
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 become a proficient user of the My Sussex Enquiry Management System and actively support DSE colleagues to make full use of its functionality
11. 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
12. To triage enquiries, identifying when referral appointments are required, and submitting referrals and bookings as appropriate via the online system
13. To develop and maintain professional relationships of respect, trust and support with all staff, to continuously improve the handling of student enquiries
14. To promote and publicise the services and functions of the Student Experience Division throughout the University
15. To support the day to day use of events spaces in the Student Centre, liaising with management to assess booking requests, ensuring use of space is optimised
16. To play a role in all department-wide initiatives and developments to enhance and improve the student experience

17. 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
18. To deal with all matters sensitively and discretely at all times abiding by relevant confidentiality and data protection policies
19. 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
20. To take on a specialism within the team as required
21. 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	

