Advertisement

Post Title: Information and Liaison Coordinator
School/department: Student Life Centre
Hours: full time or part time hours considered up to a maximum of 36.5 hours
Requests for flexible working options will be considered (subject to business need) though the core service hours are 9-5.
Contract: Permanent
Reference: 6564
Salary: starting at £26,341 to £30,497 per annum, pro rata if part time
Placed on: 11 August 2021
Closing date: 2 September 2021. Applications must be received by midnight of the closing date.
Expected Interview date: Week commencing 13 September 2021
Expected start date: As soon as possible.

This vacancy is only open to those currently employed by the University.

The University is seeking to appoint an energetic and dedicated full time Administrator, with a passion for customer service and a commitment for team work, to join the Student Life Team. The position is a key role assisting in the delivery of a pro-active, professional service which contributes to the enhancement of the student experience in line with the University’s strategic objectives

- We are seeking to appoint an enthusiastic, pro-active individual who exhibits initiative, an aptitude for working with data, detailed information and developing processes
- The successful candidate will have a broad range of excellent organisation, communication, team work, IT and customer service skills
- Candidates will need to demonstrate they can take a collaborative approach, working closely with colleagues across the institution
- This role is the operational lead for the Information Team within the Student Life Centre and candidates will need to demonstrate preparedness to support a busy service to meet the wide and varied information and advice needs of students across the University

Please see our website for further information about the work of the team: https://www.sussex.ac.uk/studentlifecentre/.

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

2. The School / Division

Please find further information regarding the school/division at http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience
3. **Job Description**

Job Description for the post of: Information and Liaison Coordinator

**Department:** Student Life Centre

**Section/Unit/School:** Student Experience

**Location:** Bramber House

**Grade:** 5

**Responsible to:** Deputy Head of Student Life Team

**Responsible for:** n/a

**Purpose of the post:**

To provide a professional, accurate, proactive and responsive advice service to students and to hold responsibility for key administrative functions for the Student Life Centre. To supervise the Information Desk and maintain the day to day liaison with administrative colleagues and partners across the University.

**Key Responsibilities:**

1. **To provide frontline advice to students for the SLC, delivering accurate information regarding university procedures and sources of support and advice in a clear and professional manner**

   - To ensure consistent delivery of accurate information to students from the Student Life Centre web pages and high quality customer care at the Information desk.
   - To refer students to information, resources and specialist sources of advice and support in line with agreed protocols.
   - To handle information sensitively and to share key information in appropriate ways, keeping accurate and timely records of all student interactions.
   - To provide students with information regarding sources of financial support and assistance.
   - To assist in the resolution of complex one-off queries which may require escalation or liaison with other units.
   - To supervise colleagues within the Centre to provide attentive, attuned and accurate responses to all enquiries at the Information Desk.

2. **To maintain and develop an ongoing outreach service to foster student engagement and ensure Schools, Units and Partners are informed of the workings of the SLC and vice versa**

   - Set up and ensure the delivery of regular outreach sessions in order that SLC work is promoted to students and staff as appropriate.
   - To ensure the SLC is represented and able to effectively deliver at relevant University events and activities such as open days, welcome, admissions and exams.
• To take a lead within SLC for matters relating to University partners ensuring that SLC responds to these students’ needs effectively, supporting initiatives
• To design and deliver activities to encourage student engagement and access.
• To assist with promotional activities, workshops and events for the SLC.

3. To develop, lead and maintain regular exchange of information and best practice between the SLC and other Units across the university

• To support communication between related units by attending meetings and gathering and circulating information as appropriate.

4. To provide support to the Head of SLC to monitor patterns of student usage and gather feedback from students.

• To provide regular reports and analysis of student usage of the SLC.
• To assist with the development of monitoring systems for use within the SLC.
• To take the lead on the development of feedback mechanisms and the analysis of this and other data for the SLC and report findings to the Head of the SLC on a regular basis.
• To assist with the provision of reports including Freedom of Information requests and data analysis.

5. To hold key responsibility for a range of SLC functions as directed including

• To assist with arrangements for recruitment, induction and training staff
• To create and maintain annual SLC workflow calendars
• To take a lead on Health and Safety for the Centre

4. Person Specification

Person Specification for the post of Advice and Liaison Coordinator

SKILLS / ABILITIES

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Excellent communication skills, both spoken and written and the ability to apply these consistently in a range of different contexts</td>
<td>X</td>
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<td>Tact and discretion: ability to be clear and direct and adhere to confidentiality at all times</td>
<td>X</td>
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<td>Ability to manage competing demands and consistently demonstrate sound judgement when prioritising workloads</td>
<td>X</td>
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<tr>
<td>Confidence and skill handling information and data and using and acquiring new IT competencies</td>
<td>X</td>
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KNOWLEDGE

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<tr>
<th>Essential</th>
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<tr>
<td>A good understanding of the Equality Act 2010 and GDPR and its implications within higher education</td>
<td>X</td>
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An understanding of University support services and mechanisms | X |
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Good knowledge of skills and competencies related to administration, teamwork, planning and organisational communication | X |

**EXPERIENCE**

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<tr>
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<tr>
<td>Experience of working in a professional capacity to deliver administrative support within a multi-disciplinary team</td>
<td>X</td>
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<td>Experience of taking a supervisory role within a team work</td>
<td>X</td>
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<td>Experience of developing and adapting to new systems and undertaking independent project work</td>
<td>X</td>
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<td>Experience of working with students in administration in a higher education</td>
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**QUALIFICATIONS**

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<tr>
<td>Educated to degree or equivalent or to have extensive relevant work experience</td>
<td>X</td>
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<tr>
<td>Relevant Professional training/qualification eg. administration, equalities issues, or project work</td>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

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<td>Commitment to collaborative cross-team working and dedication to working to support colleagues</td>
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<td>Willingness to work outside of office hours to support Open Days etc.</td>
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<td>Demonstrable personal commitment to supporting widening participation and championing equalities issues</td>
<td>X</td>
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