

1 Advertisement

Post Title: Information Assistant

School/department: Student Experience

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).

Please note core service hours are 9am-5pm Monday to Friday

Contract: Permanent

Reference: 6707

Salary: starting at £22,254 to £25,627 per annum, pro rata if part time

Placed on: 07 September 2021

Closing date: 27 September 2021. Applications must be received by midnight of the closing date.

Expected Interview date: TBC

Expected start date: ASAP

The University is seeking to appoint a full time Information Assistant to join the Centre Student Life Team

- The successful candidate will work in a key student facing role as the first contact point for enquiries and provide information to students from across the University
- We are seeking to appoint a confident, enthusiastic and careful communicator who has great customer service skills, strong commitment to equalities issues and excellent attention to detail
- The role is an exciting opportunity to join 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

For more information please see our website at
<http://www.sussex.ac.uk/studentlifecentre/index>

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

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 Assistant

Department:	Student Life Centre
Section/Unit/School:	Student Experience
Location:	Bramber House
Grade:	4
Responsible to:	Deputy Head of the Student Life Centre
Responsible for:	n/a

Purpose of the post

This post offers the opportunity to work within the Student Life Centre (SLC), which provides Information, Advice and Guidance to students, along with Immigration Advice and funding support. The successful candidate will assist in providing front line services to students accessing the SLC, by identifying and offering accurate information regarding university procedures and support services. Working as part of a team, the successful candidate will communicate directly with students and offer information and clear advice in a friendly, supportive, discreet and professional manner. They will support the general work of the SLC by performing a range of administrative tasks to a high standard. They will also assist with the day to day communication for the International Student Advisor team specifically, to ensure the effective triage and handling of requests for advice and support from the International Advisors team where necessary.

Main accountabilities and responsibility areas:

- Work at the SLC virtual and in-person Information Desk and keep accurate and timely records of all student contacts
- Participate in the delivery of immigration advice for applicants, current students and graduates by providing a detailed triage function for the International Student Advisor team
- Support SLC communication and processes by using up-to-date folders of 'standard texts' and procedure and training notes, leaflets and resources
- Update information as necessary on the SLC web pages
- Ensure that the SLC office, foyer and meeting rooms are suitably resourced and contribute to resolving all housekeeping issues
- Support the administrative work of the Student Life Team
- Answer enquiries about a wide range of issues including university processes and resources, available funding and student immigration issues
- Keep up-to-date with relevant changes to student information

- Maintain and update database records, including student interactions and immigration queries

Major deliverables, projects, processes,

- Politely and appropriately deal with telephone, email and in person enquiries from students and maintain a helpful, friendly and professional service at all times
- Preparing documents, ensuring the office, the front desk, interview rooms and the foyer space is tidy and well stocked with forms and leaflets
- Ordering and storing resources as directed
- Providing support with administrative systems such as the Sussex Direct Student Life Advisor booking system and SLC and SFT email box management
- Supporting the administration of student progress processes (absence monitoring, temporary withdrawal, permanent withdrawal).
- Accurate data recording of student interactions using CMS and Excel
- Ensuring knowledge of services is up to date and pro-actively improving this knowledge.
- Events - to assist with and contribute to SLC promotional activities, workshops and events, such as Welcome Week

4. Person Specification

Essential Criteria
<p>Skills and competencies:</p> <p>Confident and competent in the use of IT systems including Microsoft Office</p> <p>Proven ability in efficient and accurate data input</p> <p>Ability to deliver clear, concise and accurate written and oral communications</p> <p>Ability to self-motivate and work unsupervised</p> <p>Excellent time management and organisational skills</p>
<p>Knowledge areas:</p> <p>Understanding of UK system of Higher Education</p> <p>Understanding of the Equality Act 2010</p> <p>Good knowledge of University of Sussex facilities and services</p>

Knowledge of challenges students face whilst at University
Previous experience: Working as a volunteer or in another capacity assisting others Significant administrative capability
Special attributes: Ability to work effectively within a team Good interpersonal skills including the ability to work tactfully with staff and students Confidence in numeracy and keenness to work with statistics Take pride in producing work of a high standard Genuine commitment to championing Equality, Diversity and Dignity at Work
Professional qualities for the role: Accurate data entry and record keeping Appreciation for the importance of attention to detail Ability to act professionally, to maintain tact, discretion, empathy and confidentiality
Desirable Criteria
Skills and competencies: Ability to quickly learn new technology and software Good customer service skills and a commitment to the principles of good customer care
Knowledge areas: Understanding of Customer Service good practice Understanding of the importance of working to support Equality and Diversity and challenging oppression

Previous experience:

Experience of working in a customer focused environment

Providing information, advice and guidance

Organisation of events

Delivery of a high quality service to university students

Special attributes:

Keen to develop IT skills