



1. Advertisement

Post Title: Information Assistant

School/department: Student Experiential Services / Student Experience

Hours: Full time or part time hours considered up to a maximum of 36.5 per week. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Permanent

Ref: 8097

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

Placed on: 09 May 2022

Closing date: 23 May 2022. Applications must be received by midnight of the closing date

Expected start date: As soon as possible

We are seeking to appoint enthusiastic, dedicated and highly motivated individuals to join the Student Experiential Services team. The posts will operate flexibly across all teams within the Student Experience division, providing comprehensive administrative support to facilitate high quality and efficient delivery of all our student-facing services. Applicants should have a passion for delivering a high quality service, excellent attention to detail, and experience of working in a fast-paced, results-driven environment.

For an informal discussion please contact Sarah Lord Soares S.Lord-Soares@sussex.ac.uk

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 focused 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.

3. Job Description

Job Description for the post of: **information Assistant**

Department Student Experiential Services

Grade 4

Responsible to Information Officer, Student Experiential Services

December 2021

Information Assistant G4

Purpose of the post: To maintain DSE service information via a variety of digital channels and provide up to date, relevant information for users including students, employers and University staff.

Principal Accountabilities / Main tasks

1. Responding to enquiries from users – in person, by phone, email, online chat, CMS
2. Updating and maintaining digital publications, information and resources
3. Publicising and promoting services, opportunities and events through a variety of digital channels including the website and social media
4. Maintaining and updating careers and wider services information provided on the website, digital platforms and social media
5. Supporting web content management

Specific Duties

1. Responding to enquiries from users – in person, by phone, email, online chat, CMS

- 1.1 Providing a high level of service and an informed response to all enquirers – students, graduates, postgraduates, employers by web chat, Zoom, Skype
- 1.2 Assisting enquirers; demonstrating the resources available on the website and other platforms, referring enquirers to appropriate resources
- 1.3 Referring and triaging e-guidance queries to relevant colleagues and other services as appropriate
- 1.4 As part of the wider SES team, dealing with enquiries services answering/allocating questions to appropriate colleagues.
- 1.5 Organising essential equipment eg. webcam and headsets for Skype interviews – setting up rooms for students and supporting them with preparation for interviews or conversations with internal / external partners.

2. Updating and maintaining digital publications, information and resources

- 2.1 Checking that web addresses and all digital resources are up to date
- 2.2 Working closely with DSE colleagues and designers to ensure that new materials are written to deadline and word count
- 2.3 Copy-editing and proofreading information supplied by DSE colleagues ensuring consistency and house style
- 2.4 Liaising with the designer about layout and branding for DSE services resources
- 2.5 With the Information Officer, ensure information is up-to-date and accessible

3. Publicising and promoting services, opportunities and events through a variety of digital channels including the website and social media

- 3.1 Promoting DSE services, news and events using a variety of digital methods
- 3.2 Using social media in to promote CEE, vacancies, and external news and events so that students are aware of opportunities they can access from a range of services
- 3.3 Compiling and editing articles and jobs/events listings for Flint. Liaising with Flint editor about submissions and deadlines

4. Maintaining and updating careers and wider services information provided on the website, digital platforms and social media

- 4.1 Maintaining and updating web links on the website and Lib Guides in collaboration with the Information Officer
- 4.2 Reviewing and giving input into online resources for updates eg. Lib Guides, website functionality, resources in collaboration with the Information Officer
- 4.3 Creating web resources and writing/adapting content via the WCM, using basic HTML, working to house style and university brand in collaboration with the Information Officer
- 4.4 Researching and writing new content for information pages on website, including sector guides in collaboration with the Information Officer
- 4.5 Researching new mediums for information provision in collaboration with the Information Officer

5. Supporting web content management

- 5.1 Supporting the Information Officer in embedding co-curricular work including supporting Canvas content building.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Additional duties may be required that are in line with the grading of this post. Occasional evening and weekend work will be required

Person Specification

SKILLS / ABILITIES

	Essential	Desirable
Ability to communicate clearly and accurately in writing and with attention to detail	x	
Ability to communicate orally with a wide range of people including students, University staff and employers – good telephone manner essential	x	
Ability to deliver a high standard of customer service to student users and visitors	x	
Interpersonal skills and ability to put others at ease, elicit information, understand their needs and show them the most appropriate source of information	x	
Ability to work as a member of the team, accurately under pressure and to deadlines with strong organisational skills and ability to balance competing demands	x	
Ability to research relevant educational and graduate labour market information		x
IT skills – self sufficient in using word processing, databases, email, internet,	x	
Social media and social networking skills	x	

KNOWLEDGE

	Essential	Desirable
Customer service	x	
Equality and diversity awareness	x	
Administrative and ICT/website updating and social media	x	
Basic knowledge of HTML, experience using WCM	x	

Experience

Experience of administrative, information customer service or reception work	x	
Working in education – higher education		x
Experience and understanding about what constitutes high quality information provision delivered in the context of increasing web and social media		x

QUALIFICATIONS

Essential Desirable

Degree or equivalent qualification		x
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PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Flexibility, 'can do' attitude and willingness to work unsocial hours, e.g. evenings and weekends on occasions.	x	
Committed to high standard of service to students, employers and University staff	x	
Demonstrable enthusiasm for CEC's aims	x	

7. Terms and Conditions of the Post

Facilities at the University

The following wide range of facilities are located on the campus and are available to all staff:

- ◆ A number of shops, as well as a regular market. □ two banks □ Post Office
- restaurants and bars □ dentist and chemist □ launderette □ borrowing facilities at the University Library □ an extensive range of sports facilities (see <http://www.sussex.ac.uk/sport/>) □ frequent regular bus service □ railway station □ serviced by cycle lanes from Brighton and Lewes.

The following paragraphs are a brief summary of relevant Conditions of Service for Clerical and Related Staff in the University. The full conditions are available at <http://www.sussex.ac.uk/humanresources/documents/e47.pdf>.

1. Equalities

The University of Sussex is committed to promoting equality and diversity, providing an inclusive and supportive environment for all. The University's policy on Equality and Diversity can be found on the Human Resources website.

2. Remuneration

Salary scales are available at: http://www.sussex.ac.uk/humanresources/documents/new_aug_10_salaries.pdf

The incremental date is 1st October, unless otherwise stated, members appointed to a new salary scale between 1 April and 30 September inclusive receive their first increment on 1 October of the following calendar year.

Income Tax and National Insurance contributions are deducted monthly from salaries paid on the last day of each month in arrears by bank credit transfer.

3. Probation

All new appointments are made on a probationary period unless the

condition is exceptionally waived or modified in the letter of appointment.

4. Superannuation

(i) Staff starting before 1 April 2009 may (except in exceptional circumstances) join the University of Sussex Pension and Assurance Scheme (USPAS), under which they currently contribute 6.00% of their salary. Benefits are calculated by reference to final salary and years of service. USPAS is contracted out of the state earnings - related pension scheme.

(ii) Staff starting from 1 April 2009 will be eligible to join the University's defined contribution scheme.

5. Holidays

The basic holiday entitlement is 20 working days a year plus days when the University operates a minimum service (at present 4 at Christmas, 2 at Easter), plus public/bank holidays, a total of 34 days a year. There are additional holidays for staff with long service. There is one additional day after three years' service, a second additional day after four years' service, and a further additional day after five years' service.

6. Hours of work

The working hours for full-time members of staff are 36.5 per week. Normal office hours are 9.00 am to 5.30 pm, Monday to Friday, with one hour for lunch. (These normal office hours total 37.5, and members agree with their Section Heads how they will work so that their average hours per week are 36.5.)

7. Leave

The University operates leave schemes for maternity, paternity, adoption, parental and dependants, on compassionate grounds, sickness and without salary. Further details are available on the Human Resources website.

8. Removal Expenses

A grant towards the certain expenses of removal of household effects may be made to members on moving to this area to take up an appointment lasting more than twelve months. The maximum amount payable will normally be £2,500. Further details are available on the Human Resources website.

9. Childcare

Members of staff may apply to use the facilities of the Crèche and Nursery, although these facilities are in heavy demand and places cannot be guaranteed. The Crèche takes children up to the age of three and the Nursery takes children between the ages of three and five. Places in either can be booked for a minimum of 4 (half day) sessions per week. <http://www.sussex.ac.uk/childcare/>

Alternatively, the University operates a childcare voucher scheme. Details are on the Human Resources website.

All documents referred to can be requested from Human Resources on 01273 877769.

