



1. Advertisement

Post Title: Welcome Assistant

School/department: Student Experiential Services / Student Experience

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

Contract: Permanent

Reference: 8102

Salary: Starting at £20,761 to £22,662 per annum, pro-rata if part-time.

Placed on: 22 July 2022

Closing date: 10 August 2022

Expected interview date: To be confirmed

Expected start date: As soon as possible

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 and first response information to students, applicants and university colleagues on student support matters. Applicants should have a passion for excellent customer service, and experience of working on reception or a similar environment.

For an informal discussion please contact Naomi Bennett (n.a.s.bennett@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 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 Assistant**

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|----------------------|---|
| Department | Student Experiential Services |
| Grade | 3 |
| Responsible to | Welcome & Triage Coordinator, Student Experiential Services |
| Purpose of the post: | <p>The post will provide welcome information to students, applicants and university colleagues on student support matters.</p> <p>The post holder will assess students' needs quickly, to respond to enquiries and enable appropriate onward referrals 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 contribute to the management of 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, working as part of a team that regularly analyses 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 identify when specialist information or input is required to resolve an enquiry, liaising with colleagues to facilitate a response and making 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 |
| | | |
| 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 | |

