

JOB DESCRIPTION
Base Administration Assistant
Vacancy Ref: N1827

Job Title:	Base Administrative Assistant	Present Grade: 4S
Department/College:	Colleges and Student Life, Student Based Services	
Directly responsible to:	Base Coordinator	
Supervisory responsibility for:	NA	
Other contacts		
Internal: All Student Based Services Sections, all other administrative and academic services, faculties and academic departments		
External: Applicants, students, staff, other customers and employers		
Major Duties:		
<div><div>1</div><div>Interaction with users of university e.g. answer enquiries, promote and refer people to specialist services, make bookings and appointments, demonstrate functions and procedures, perform procedures, financial transactions and general administration within SBS.</div></div>		
<div><div>2</div><div>To work effectively in a time pressured and often fast changing environment to deliver excellent customer service alongside timely resolution of enquiries.</div></div>		
<div><div>3</div><div>Provide frontline enquiries service for ‘The Base’.</div></div>		
<div><div>4</div><div>Provide office administration in support of the frontline enquiry role.</div></div>		
<div><div>5</div><div>Supporting a range of student transactions such as letter requests, change of major course etc.</div></div>		
<div><div>6</div><div>Handle general enquiries and complaints from students/prospective students/staff/departments/parents.</div></div>		
<div><div>7</div><div>Follow up and resolution of queries</div></div>		
<div><div>8</div><div>Accessing LUSI student records system for administrative functions associated with The Base.</div></div>		
<div><div>9</div><div>Provide cover for other team members at peak times.</div></div>		
<div><div>10</div><div>Contribute to the overall work of the team and other such duties in accordance with the grading of the post.</div></div>		
<div><div>11</div><div>To undertake a [1/2/3 year] NVQ training programme that will cover all aspects of the role.</div></div>		
<div><div>12</div><div>To undertake such other duties appropriate to the grade as directed by the Base Coordinator or Base Manager.</div></div>		