JOB DESCRIPTION
Student Information Desk Assistant x2
Vacancy Ref: N2637

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Information Desk Assistant x2</th>
<th>Present Grade: 3S</th>
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<tr>
<td>Department/College:</td>
<td>Student and Education Services (SES)/Information Systems and Services (ISS)</td>
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**Directly responsible to:** ASK Service Coordinator

**Other contacts**

**Internal:**
SES staff; ISS staff; college staff; departmental and faculty administrators; academic staff; staff in other areas of Professional Services, e.g. People and Organisational Effectiveness, Library, the Learning Development team; Facilities and Accommodation; Security; Students’ Union.

**External:**
Students, parents, visitors, other customers, external agencies, wellbeing staff and staff from other universities.

**Role Purpose**

The purpose of the role is to be part of a team responsible for providing a professional, customer focused Student Information Desk which will act as a first point of contact for students who need information or advice on campus.

- To ensure that visitors experience exceptional customer service you should anticipate and fulfil customer needs through high quality service and customer engagement.
- Manage and prioritise all day to day operations for the Student Information Desk.
- Provide a professional first-class customer focused reception and query triage service.
- Dealing with a wide variety of people in an efficient and helpful manner, be courteous and sympathetic to the needs of students, staff and visitors.
- Communicate effectively at all levels of the organisation and with external customers.

**Main duties**

As the first point of contact to all visitors to the Student Information Desk you will respond proactively to queries received face to face. Excellent customer service skills, high levels of initiative, attention to detail and the ability to effectively multi-task is an essential element of this role. Duties include:

- Receiving and advising students, staff and visitors in a professional courteous and helpful manner.
- Answering a wide range of student queries and providing information or advice.
- Demonstrating to students how to find the information or service they are looking for on the University’s webpages, staff intranet or student portal.
- Referring more complex student queries to the relevant service.
- Carrying out a variety of reception and administration duties.
- Receiving and recording appointments via a computerised booking system.
- Receiving and returning documentation, equipment and handling card payments when required.
- Providing control of queues should they arise.
- Pro-actively gathering, monitoring and maintaining information on student queries, activities, events and services to ensure a customer-focused response to all queries.
- Being responsible for maintaining the professional appearance of the Student Information Desk.
- Ensuring that information displayed is neatly presented, relevant, up-to-date and regularly replenished.
- Dealing with face to face enquiries from both internal and external customers in a polite and efficient manner.
• Contributing new ideas and make suggestions for the continual improvement of services and procedures.
• Covering annual leave/sick leave where appropriate within the Student Information Desk team.
• Ensuring that all activities are operated in accordance with Equal Opportunities Legislation and Equal Opportunities Policy.
• Carrying out any other duties commensurate with the post as directed by the ASK Service Coordinator.

Miscellaneous

• Staff will be required to work on a shift rota, Monday to Friday during term time.
• Due to the nature of the service, there may be a need for additional hours in busy periods and some weekend work (e.g. Open Days / special events) for which time in lieu or overtime will be given in line with University practice.
• Annual leave will normally be expected to be taken outside of term time.