**JOB DESCRIPTION**

**ASK Administrative Assistant**

Vacancy Ref: N2714

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>ASK Administrative Assistant</th>
<th>Present Grade:</th>
<th>4</th>
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</table>

**Department/College:** Student and Education Services (SES)

**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 enquiry service, the ASK (Advice, Support and Knowledge) Service. Which will act as a first point of contact for students who need information or advice both in person and online.

**Main duties**

As the first point of contact to all users of ASK you will respond proactively to queries received face to face, over the phone and online. 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:

- Answering a wide range of student queries and providing information or advice in person, over the phone and on online chat.
- Triage more complex student queries and where appropriate, refer to the relevant service.
- Carrying out a variety of reception and administration duties including supporting student transactions.
- Receiving and recording appointments via a computerised booking system.
- Receiving and returning documentation, equipment and handling card payments when required.
- Pro-actively gathering, monitoring and maintaining information on student queries, activities, events and services to ensure a customer-focused response to all queries.
- Liaising with departments across the University to ensure information provided to students is up to date.
- Dealing with 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 ASK Team
- Accessing LUSI student records system for administrative functions associated with the ASK Service.
- 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**

- Due to the nature of the service, the post holder will be expected to work on campus and also remotely.
- 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.