JOB DESCRIPTION
Covid-19 Student Support Assistant
Vacancy Ref: N2715

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Covid-19 Student Support Assistant</th>
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<tbody>
<tr>
<td>Present Grade:</td>
<td>4</td>
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<tr>
<td>Department/College:</td>
<td>Student and Education Services</td>
</tr>
<tr>
<td>Directly responsible to:</td>
<td>Covid-19 Student Support Officer</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>n/a</td>
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**Other contacts**

**Internal:** Students; College staff; academic staff; Student and Education Services staff; Information Systems and Services; Accommodation service; Security staff; Facilities

**External:** Parents

**Major Duties:**
The Covid-19 Student Support Assistant, working alongside other members of the team, is responsible for ensuring the smooth delivery of essential services, such as Covid-19 tests and other supplies, to students living on campus who are self-isolating due to Covid-19 restrictions. The Assistant will also support the wider team in responding to requests for information and support from students via email, Microsoft Teams and telephone, and will provide advice and help to students, parents and University staff. Due to the nature of this work, this person will be expected to work on campus where the service requires this, but we are happy to discuss flexible working arrangements.

Main duties include:

- Managing information flow through the digital recording, monitoring and request systems
- Delivering requested test kits and other essential delivery requests on campus
- Further information gathering from students and staff, and where necessary sharing information with relevant members of staff in the immediate team, Colleges, Accommodation Service and Security as appropriate and in a timely manner
- Keeping accurate records of students details and contact undertaken
- Providing advice to students on self-isolation guidelines and the University support available, via email, Microsoft Teams and telephone
- Undertake any necessary training and development
- To provide cover for other divisional administrative colleagues as required
- Any other duties as deemed appropriate to the grade of the post
- Role holder will be expected to provide some cover over weekends, on a rota basis