JOB DESCRIPTION
Student Advice Service
Assistant - Counselling and
Mental Health Service

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Advice Service Assistant - CMHS</th>
<th>Present Grade:</th>
<th>4S</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>SES</td>
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<td>Directly responsible to:</td>
<td>Student Advice Service Coordinator - CMHS</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>NA</td>
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Other contacts

**Internal:**
Student Advice Services Manager and team, ISS Service Desk team, staff in academic departments and colleges. Students. Other University staff for provision of accurate information, especially within Student Education Services.

**External:**
Applicants, parents, other customers and employers.

Major Duties:

- As part of the CMHS team, provide a friendly and professional first point of contact and provide information, advice and support to students, parents, staff, prospective students and external enquirers.

- Respond effectively to enquiries in person, online via email, live chat and other systems, and via phone, ensuring follow-up where required.

- Have an excellent knowledge of student services on offer across the University and work with other areas of the University to help answer enquiries, promote and refer people to specialist services, make bookings and appointments, demonstrate functions and procedures, perform procedures.

- Provide administrative support for the Counselling and Mental Health Service. This includes:
  - arranging appointments, assessments and referrals for students, ensuring that referrals and documents are processed effectively and accurately by assisting students and working with departments;
  - communications to students and other external organisations;
  - maintaining and updating student records in the service database;
  - supporting team meetings, service meetings and events;
  - procurement and financial support for the Service.

- Work effectively in a time pressured and often fast changing environment to deliver excellent customer service alongside timely resolution of enquiries.

- Use the University and CMHS student records systems for administrative functions.

- Provide cover for other Student Advice Service team members at peak times or to ensure resilience across all areas of the team.

- Contribute to the overall work of the Student Advice Service team and other such duties in accordance with the grading of the post.