

**Job Description**

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| **Job title:** | **Student Support Helpdesk Assistant** |
| **Department/School:** | **Student Support and Safeguarding** |
| **Grade:** | **4** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| Working on our Helpdesk located at the heart of campus you will be providing a friendly, and professional first point of contact to our vibrant and diverse community of students, staff and parents.  We operate an in-person Helpdesk service catering for both drop-in and prebooked sessions with various teams including Student Support Advice, Wellbeing, Mental Health and Disability, among others.  You will support our students in accessing information and provide signposting where appropriate to other professional services and the Students’ Union, enabling our students to fully benefit from their academic and broader experience.  You will also provide administrative support for the specialist teams within Student Support. |

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| **Source and nature of management provided** |
| Operations Team Leader |

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| **Staff management responsibility** |
| None |

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| **Special conditions** |
| Occasionally you will be required to work outside of your normal working pattern to staff events such as University open days and Arrivals weekends. Where this is the case, the Operations Team Leader will discuss this in advance with you. |

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| **Main duties and responsibilities** | |
| **1** | Working primarily on the Student Support Helpdesk you will be providing a warm and proactive welcome to our students, staff, and other stakeholders. |
| **2** | Triage enquiries coming in via the helpdesk, phone, and email from a range of service users including parents of current and potential students. |
| **3** | Provide guidance on accessing the department’s services and where appropriate, signpost to other departments/teams. |
| **4** | Engage with students in a warm and emphatic manner, recognising that students accessing our services may be anxious, upset, or vulnerable and that this may not always be immediately apparent. |
| **5** | Provide efficient and effective administrative support for all specialist teams utilising standard Microsoft software, scanning & electronic filing, and other general administrative tasks. |
| **6** | Provide additional student related support for Student Support specialist teams, such as scheduling appointments and inputting student data on Microsoft Dynamics 365 |
| **7** | Use the enquiry and casework management software (Microsoft Dynamics 365) in an effective and consistent manner, including student communication, updating of information resources and collation of management information |
| **8** | Undertake continuing professional development in relation to all aspects of the role, including a good overall understanding of the work of the various specialist areas within Student Support and across the University, and student funding |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance. | |



**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| 5 GCSEs at Grade C/4 or equivalent |  | **x** |
| **Experience/Knowledge** |  |  |
| Familiarity with using IT systems, such as Microsoft Office Windows packages, Chrome and Outlook. | **x** |  |
| Experience of using a database, finance, or CRM system in a professional environment. |  | **x** |
| Knowledge and understanding of the student experience and the function of Student Support. |  | **x** |
| Understanding of confidentiality and data protection issues. | **x** |  |
| Using a range of information technology within a work context. | **x** |  |
| Experience of working within higher education. |  | **x** |
| Experience of working in a customer facing role involving complex, sensitive issues. |  | **x** |
| **Skills** |  |  |
| Excellent communication and customer service skills, including the ability to deal with distressed services users, parents and staff in a calm and professional manner. | x |  |
| Ability to self-organise, set priorities and manage workload efficiently within a fast paced and demanding department. | **x** |  |
| Able to work effectively as part of a team | **x** |  |
| Commitment to equality and diversity, and the maintenance of dignity and respect for all students and staff. | **x** |  |
| A proactive approach to tasks, able to resolve issues under own direction, take ownership of tasks, and seek support when required |  | **x** |
| Commitment to personal development and training, including seeking out relevant training courses. |  | **x** |
| Willingness to work flexibly across Student Support and develop new skills and knowledge related to the role | **x** |  |
| Reliable and able to work under pressure | **x** |  |