

**Job** **Description**

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| **Job** **title:** | **Student Support Senior** **Helpdesk Assistant** |
| **Department/School:** | **Student** **Support and Safeguarding**  |
| **Grade:** | **5** |
| **Location:** | **University** **of** **Bath** **premises** |

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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 be the first point of escalation for Student Support Helpdesk Assistants and will provide administrative support for our specialist teams in relation to complex case management.  |

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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** | Provide a professional, pro-active, and friendly first point of contact for students, staff and other stakeholders on the Student Support and Safeguarding Helpdesk. |
| **2** | Triage enquiries received via the helpdesk, phone, and email from a range of service users including parents of current and potential students. Provide guidance on accessing the department’s services and where appropriate, signpost to other departments/teams with a warm and empathic approach as service users can often be distressed and upset. |
| **3** | Act as the initial point of escalation for more complex enquiries and where possible resolve these in the first instance with the support of the team leader where required. |
| **4** | Contribute to the development and maintenance of the Helpdesk in providing initial information and advice about the academic and broader student experience, and effective referral to academic departments, central services, and the Students’ Union. |
| **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 and Safeguarding specialist teams, such as scheduling appointments and inputting student data on SAMIS |
| **7** | Use the customer relationship management (CRM) 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 Safeguarding and across the University, and student funding. |
| **9** | Play a key role in process review and improvement and assist the team leader in implementing any necessary changes. |
| **10** | Make a proactive contribution to projects within Student Support and Safeguarding and liaise and collaborate with staff across the department and the wider university to see these projects through to completion. |
| **11** | Accountability for the day-to-day monitoring of the customer relationship management (CRM) within Microsoft Dynamics 365, ensuring it is managed efficiently and consistently within the required timeframes and liaising with the team leader where necessary. |
| **12** | Take ownership of the catalogue of Student Support and Safeguarding process documents, ensure that they are regularly updated by all members of the operations team and delegating tasks where necessary. |
| **13** | Play a key role in the training and development of new and temporary staff within the Helpdesk team and Student Support and Safeguarding as a whole. Keeping administrative protocols up-to-date and training team members as required to ensure resilience and avoid single-points-of-failure. |
| 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**

| **Criteria** | **Essential** | **Desirable** |
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| **Qualifications** |  |  |
| 5 GCSEs at Grade C/4 or equivalent | **x** |  |
| First degree or equivalent. |  | **x** |
| **Experience/Knowledge** |  |  |
| Familiarity with using IT systems, such as Microsoft Office, Chrome, and Outlook. | **x** |  |
| Familiarity with university specific systems such as Agresso, Samis, Microsoft Dynamics 365. |  | **x** |
| Knowledge and understanding of the student experience and the function of Student Support and Safeguarding. | **x** |  |
| Experience of training new members of staff. | **x** |  |
| Understanding of confidentiality and data protection issues. | **x** |  |
| Ability to use 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** |  |
| Experience of servicing committees including all arrangements and dissemination of minutes/action points. |  | **x** |
| Experience of being the point of escalation for more complex queries. | **x** |  |
| **Skills** |  |  |
| Excellent communication and customer service skills, including the ability to deal with distressed services users in a calm and professional manner. | **x** |  |
| Ability to work accurately with excellent attention to detail and within agreed processes. | **x** |  |
| Ability to work effectively as part of the team and provide direction to the Helpdesk assistants with day-to-day processes. | **x** |  |
| Ability to self-organise, prioritise and efficiently manage a high workload in a complex and fast paced environment and to find solutions to enquiries. | **x** |  |
| Able to identify continuous improvement opportunities within existing processes. | **x** |  |
| Ability to play a proactive role in completing tasks and projects, resolving issues and taking ownership for successful outcomes. | **x** |  |
| **Attributes** |  |  |
| Commitment to equality and diversity, and the maintenance of dignity & respect for all students and staff. | **x** |  |
| Commitment to own and others team member’s development and training, including seeking out relevant training courses. | **x** |  |
| Willingness to work flexibly across Student Support and Safeguarding and develop new skills and knowledge related to the role | **x** |  |
| Reliable, resilient, and able to work under pressure | **x** |  |