

Student Helpdesk Adviser

Job Description

The Role

Job title:	Student Helpdesk Adviser
Department:	Student Services
Responsible to:	Head of Student Services
Location:	Cirencester
Salary:	Grade 4: £21,197-£24,286 per annum
Term:	Full-Time/Permanent: 35 hours per week (For the right candidate a job/share, part-time hours, or out-of-term flexibility could be considered)
Relationships with:	Academic Services

Purpose

We are looking for a proactive individual with a strong ability to use initiative and with plenty of enthusiasm. This student-facing role will act as Academic Services' primary face-to-face first-point-of-contact with our students on campus. As such we need someone who can work collaboratively with colleagues, who is not fazed by a dynamic and fast-paced working environment, and who understands the sensitivity required when working with students who may be experiencing emotional challenge. Highly accurate in their work, with the ability to prioritise tasks independently, this role is an exciting opportunity to work at the heart of a vibrant university in beautiful surroundings. It would be an excellent fit for someone looking to begin a career in Higher Education.

Key Responsibilities

- To staff the Student Services helpdesk on site in Cirencester and to be the primary first-point-of-contact for students access all Academic Services' activities.
- Understand and evaluate students' queries, taking time to identify and clarify the issues.
- To provide administrative support across the Academic Services department.

- Provide friendly and attentive responses to queries across the full range of Academic Service's activities, via phone, email, in person, and via video call.
- To respond to queries in strict confidence, keeping any documents and personal information secure and confidential.
- Provide initial advice and key information on common queries across the full range of Academic Services activities. This includes but is not limited to; producing letters, timetable queries, registration checks, explaining personal administrative tasks to students such as how to register with a doctor or open a bank account.
- Assessing the nature of a student query, assisting directly where possible and arranging appointments or referring students to the appropriate team members for detailed advice if required.
- To assist with day-to-day queries coming into the Student Services inbox, answering queries where possible and referring to colleagues when necessary.
- Overseeing colleagues' calendars for appointments and room bookings.
- Proactively identifying information needs of students, applicants and staff and working with relevant colleagues to develop new guidance documents and other resources to publish on the Student Services website and intranet.
- Work collegiately with colleagues to ensure effective continuity of services within a small team.
- To keep up to date with the Academic Services departments, knowing who is responsible for which activities and to attend team meetings across the departments periodically to keep up to date with new activities and new staff.
- To provide administrative assistance for various events and activities throughout the year, including welcome events for new students, informative workshops (in collaboration with the appropriate colleague), and specialist drop-in sessions.
- To take an active role in ensuring that the Academic Services digital provision is kept up to date; working on content and also reminding colleagues if their expertise is needed to update digital provision.
- To acquire a knowledge of Disabled Students Allowance, Student Loan Company, and University Hardship application forms, so as to talk students through the application process; referring to a specialist Advisor only for more complex queries.
- To be familiar with the location and broad activities of all University departments and to build a strong network of contacts within the organisation, to allow for accurate signposting and referrals.

- Keep up to date usage statistics regarding helpdesk queries, reporting to the Academic Services senior leadership team.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation / Task
Qualifications:		
<ul style="list-style-type: none"> Mental Health First Aid Certificate 	D	A
<ul style="list-style-type: none"> A Level Qualifications (or equivalent) 	E	A
Knowledge, Experience and Skills:		
<ul style="list-style-type: none"> Experience of working with customers in a service role in a busy and multi-faceted team, providing a confidential, responsive, helpful and friendly service. 	E	A, B
<ul style="list-style-type: none"> Excellent written communication skills demonstrating the ability to communicate complex issues sensitively in clear, simple, and appropriate language. 	E	A, B
<ul style="list-style-type: none"> Awareness of cultural sensitivities and the of being part of an inclusive service where diverse expressions of gender are visible and valued. 	D	B, C
<ul style="list-style-type: none"> Strong experience in time-management and the ability to independently prioritise workload. 	D	A, B
<ul style="list-style-type: none"> Excellent interpersonal and communication skills demonstrating the ability to communicate effectively and productively with a wide range of people, including in challenging situations. 	E	A, B
<ul style="list-style-type: none"> Excellent administrative skills, including accuracy and a high degree of attention to detail. 	E	A, B, C
<ul style="list-style-type: none"> Strong IT skills, including the ability to adapt to new software packages when necessary, and experience of using spreadsheets and databases. 	E	A, B, C
<ul style="list-style-type: none"> Ability to work under pressure in a busy environment whilst maintaining high standards. 	D	A, B, C

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation / Task
<ul style="list-style-type: none"> Ability to adapt quickly to changing demands, priorities and processes in a constantly developing service and to be able to multitask without losing sight of deadlines. 	D	A, B
<ul style="list-style-type: none"> Experience of triaging queries, evaluating an appropriate response, and ensuring that the customer has the best possible access to the information they require. 	D	A, B, C
<ul style="list-style-type: none"> Ability to quickly gain knowledge of an organisation, it's functions, aims, and ethos. 	D	B
<ul style="list-style-type: none"> Knowledge of the student journey in Higher Education 	D	B

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Closing date:** 5th February 2023 with **Interviews on:** 15th February 2023.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level

General Data Protection Regulations: Applicant Privacy Notice

The Royal Agricultural University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship.

The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles.

The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data.

In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data. If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view [here](#).

