**Job Description: Professional Service Positions**

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| **Faculty/Directorate/Service Area:** | Student Life |
| **Job Title:** | Student Information Assistant |
| **Department/Subject:** | MyUniHub, Student Partnerships & Engagement Services |
| **Salary:** | APM Grade 4 (£23,581 – £25,433) with NEST pension benefits |
| **Hours of work:** | 35 hours – 1.0 FTE |
| **Number of positions:** | 1 |
| **Contract:** | This is a fixed term position until 30/04/2025 |
| **Location:** | Wholly campus based with time shared between Singleton and Bay by rota |

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| **Main Purpose of Post** | MyUniHub is the first point of call for all non-course related enquiries on both Swansea University campuses, providing an excellent front line customer service to ensure that students have the best possible student experience.  This role provides an exciting opportunity to be part of this dynamic team providing an excellent level of customer service that is welcoming, supportive and knowledgeable.   1. To provide a courteous welcome to MyUniHub and be the first point of contact for a diverse range of students and visitors. 2. To deal with all queries in a professional, efficient, sensitive and courteous manner whether they are in person, by telephone or by email. 3. Where possible respond to queries at first contact or direct people to appropriate sources of information and contacts where an initial response is not possible. 4. Give accurate advice relating to University policy, regulations, procedures and services. 5. Collect documentation from students in order to support their applications for a variety of services, including issuing of visa extensions, appeals, verifications etc. 6. To refer, if necessary, queries to the appropriate specialist or service for resolution making appointments with those professional services if appropriate. 7. Provide both standard and bespoke letters of verification to prove student status. 8. To deal with all queries confidentially and diplomatically in line with Data Protection Regulations. 9. Process payments for a range of services. 10. Work as a team with the other SIAs in MyUniHub and with other colleagues to deliver a welcoming, positive and supportive front of house operation. 11. To provide support and assistance to the Student Information Officers and MyUniHub Manager as required. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   * Sound basic education. Equivalent of 5 GCSEs including minimum of Grade ‘C’ in Maths and English   **Experience:**   * Experience of working in a customer focused environment, ideally in a front of house position. * Extensive experience of administrative work, ideally with student facing experience and within in a busy and pressurised environment.   **Knowledge and Skills:**   * Excellent IT skills, including fluency in all Microsoft Office Packages (Word, Access and in particular Excel, PowerPoint and Outlook). * Excellent interpersonal and oral skills to communicate effectively with a diverse range of people at all levels and through all mediums. * Excellent written communication skills- able to convey detailed information clearly. * Attention to detail and the ability to work accurately, at speed and within tight deadlines. * Evidence of excellent time management and organisational skills, clearly demonstrating the ability to plan and prioritise a number of tasks. * The ability to work both independently and to be relied upon as a strong member of a busy team. * Demonstrates the tendency to contribute ideas and initiate new ways of working, with a willingness to approach new challenges and adjust plans to meet new priorities. * Commitment to continuing professional development.   **Desirable Criteria:**   * The ability to communicate in Welsh * Prior experience of working with people from different cultural backgrounds. * Prior experience of working in Higher Education. |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: Carly Taylor C.A.Taylor@Swansea.ac.uk |
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