

## **Job Description**

<b>Role Title:</b>	askUS Student Adviser
<b>Dept:</b>	Student Experience and Support
<b>Reference:</b>	MPF2270
<b>Grade:</b>	Grade 4
<b>Full or Part time:</b>	Full time
<b>Hours:</b>	36.25
<b>Reports to:</b>	Team Leader: AskUS Enquiries Team

## Overview

Student Experience & Support (SES) is part of the wider Directorate of Student and Academic Support (DSAS) which unites The Library, Quality Enhancement Office, School Operations and Student Administration and Student Experience & Support as one team.

Student Experience & Support is responsible for student engagement activities, provision of student one-stop-shop, askUS, alongside delivery of careers and enterprise services. SES gives students the opportunity to complement their academic learning with a programme of personal growth and support including advice and guidance, work and career development opportunities and life and well-being skills. The team is divided into Careers, Enterprise, Student Support and, Student Experience and Engagement.

With a new structure, expanded resources and a prime location at the centre of Peel Park Campus, SES brings a fresh, invigorated approach to student support. At the heart of our work is a focus on creativity, customer experience, flexibility and innovation, whilst anticipating, engaging with and responding to the needs of a diverse student community.

The askUS Enquiries Team provides the frontline staffing for askUS; the team is often the first point of contact in askUS for many students, staff and customers and is critical to the successful provision of student support services. The team provide services beyond the traditional 9am – 5pm, Monday requirement of the role that colleagues are able to support operational delivery of askUS services aligned to core service hours, which from September 2018 will be:

### Trimester 1 and 2

Monday – Thursday:	8am – 6pm
Friday:	8am – 5pm
Saturday:	10am – 6pm
Sunday	Closed

### Trimester 3

Monday – Thursday:	8am – 6pm
Friday:	8am – 5pm
Saturday and Sunday:	Closed

Colleagues will also be expected to work across any campus location, including MediaCityUK.

## **Role Purpose**

The askUS Student Adviser is based in the Enquiries Team. Acting as the first point of contact for all enquiries into the askUS service, the askUS Student Adviser provides a first-class experience, setting the standards for askUS and leaving service users with a lasting and positive first impression.

Passionate about excellent customer service they support service users by providing information, advice and guidance, and where possible resolving queries as a first time-fix.

The askUS Student Adviser is also required to make referrals into other askUS teams (where appropriate) and requires a good working knowledge of the entire askUS service portfolio

## **Principal Duties & Responsibilities**

- Deliver a personalised, expert, quality-driven service to all askUS customer groups, including students, staff and external partners
- Provide a first-class experience to all askUS customers, demonstrating ownership of queries and acting as the first point of contact, using various communication methods, and in agile/roaming settings
- Keep up to date on all services delivered within the askUS service portfolio
- Capture customer information during all interactions to develop an understanding of the customers needs which can be used to improve askUS services in a customer-informed way
- Capture customer feedback, via paper forms, online forms and student focus groups so this information can be used to informed service improvements
- Support services within the askUS portfolio through cross-team working and collaboration
- Promote and facilitate student access to relevant information, services and resources that support their student journey at the university
- Operate a range of ICT systems and undertake general administrative processes associated with the effective and efficient delivery of services
- Create positive experiences for askUS customers by keeping alert for, and supporting the resolution of, potential and actual problems: such as facilities faults, health and safety issues and customer behaviour
- Participate in collaborative projects as directed
- Contribute to the formulation and implementation of new service initiatives

- Ensure the continuing development and growth of all staff by contributing to the askUS programmes for training development

## **Generic Duties**

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

## Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

### Qualifications

1. Good general education with minimum of 5 GCSEs or equivalent to include Maths and English, or relevant professional experience. (E) (A)
2. Qualification in Information, Advice and Guidance OR Customer Service (D) (A)

### Background and Experience

3. Experience of taking an inclusive approach to customer service in a student support setting, or in a customer care environment, where the customer is at the heart (E) (A) (I)
4. Experience of working collaboratively to develop and deliver innovative and creative solutions (D) (A) (I)

### Knowledge

5. Student Support Services, and how they are pivotal to student success (E) (A) (I)
6. Delivery of customer service excellence (D) (A) (I)

### Skills and Competencies

7. Excellent communications skills; including the ability to adapt communication style to the audience and for a variety of channels such as, face to face, telephone, email, live chat, Skype and social media (E) (A) (I)
8. Ability to working flexibly and proactively, taking ownership of issues, and resolving these in a customer-focused manner (E) (AI) (I)  
(E) (A) (I)
9. Ability to engage with customer and colleagues and work co-creatively to resolve issues and deliver a world class student experience (E) (A) (I)
10. Strong personal organisational skills including the ability to balance multiple priorities (E) (A) (I)

11. Excellent IT and word-processing skills particularly Word and Excel (E) (A) (I)
12. Effective problem solving with the ability to adopt innovative approaches that embrace changes to support continuous improvement (E) (A) (I)
13. Actively seeks learning experiences with a drive to acquire and share new knowledge and capabilities (E) (A) (I)
14. A passionate and enthusiastic approach which embraces the University values and behaviours (E) (A) (I)