

JOB DESCRIPTION

Job Title	Advice Centre Assistant
Salary	£10.18 per hour. With effect from 1 st April £11.44 Over 23, £10.42 per hour. With effect from 1 st April £11.44
Hours	Zero Hours Contract 20 hours available per week to whole Advice student staff team (shifts running Mon-Fri, 11:00-15:00; in Term-time)
Location	Herts SU Advice, College Lane Campus (with ad hoc work on De Havilland)

Vision:

Our vision at Hertfordshire Students' Union is to help students love Herts.

Values:

We are a truly values-led organisation. As such, our Student Staff must demonstrate our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused whilst ensuring Hertfordshire Students' Union is truly representative of students. We encourage our team to have fun at work while never losing sight of our vision.

Service Excellence:

We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equal Opportunities:

We encourage applications from students with a diversity of backgrounds and experiences to reflect the current student population. We welcome all applications regardless of a persons' race, sex, disability, religion/beliefs, sexual orientation, or age.

Main Purpose of Job:

This role is perfect for someone who is passionate about supporting other students. The main purpose of the role is to support the Herts SU Advice Team with all their priority activities, including triaging student drop-in queries, providing front-line advice to students, undertaking phone-call student check-ins, and running promotional outreach activities on behalf of the team.

Main Duties and Responsibilities:

- To triage student drop-ins, and to assess whether it is appropriate to book them an appointment with an Adviser.
- Where appropriate, to provide frontline advice and signpost students to appropriate support services (as necessary).
- Recording any student consultations accurately via our case management system.
- Replying to student e-mails (as appropriate).
- To support the gathering of service feedback by undertaking student check-ins by telephone.
- To assist with promotional activity for the team; managing information stalls, and undertaking roaming outreach, to spread awareness of the service throughout the year.
- To always work safely and to report any potential hazards to your Line Manager.
- To uphold the Herts SU Advice confidentiality policy, standards, and Service Level Agreement commitments at all times.
- Any other appropriate tasks as assigned by your Line Manager.

Person Specification

Advice Centre Assistant

SELECTION CRITERIA	REQUIREMENTS	ESSENTIAL DESIRABLE
Knowledge & Skills	Strong written and verbal communication skills Excellent interpersonal and empathic listening skills Computer literacy; with proficiency in Outlook, Microsoft Word, and Excel Sensitive to people from a variety of backgrounds & cultures and religions Calm under pressure Knowledge of UH student administrative and wellbeing services Interest and enthusiasm for Students' Union services and events Ability to motivate & enthuse others. Ability to prioritise workload and manage own time. Excellent organisational skills Proficient numerical skills Able to demonstrate an understanding of customer care and service. General understanding of Hertfordshire Students' Union and its services	E E E E E E E E E E D D
Experience	Experience of self-organisation Experience of working in a team Experience of working in a similar role	E E D
Special Requirements	Flexible approach to working hours. Commitment to abiding by the SU Confidentiality Agreement	E E
Other	Highly motivated, outgoing & enthusiastic Smart, clean and tidy in appearance Projects a friendly, happy, helpful nature Commitment to high standards of work and customer service	E E E E

This job description is intended as a guide to the duties required and is not exhaustive.