

## ADVICE ASSISTANT

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|-----------------|--|
| <b>SALARY</b>   | £12.71 per hour  |
| <b>LOCATION</b> | Both College Lane and de Havilland Campuses  |
| <b>HOURS</b>    | <b>STC:</b> Zero Hours Contract<br><b>STC:</b> Up to 8 working hours available per week to the team of Advice Assistants (shifts running anytime between 10:00-16:00, Mon-Fri, Term-time only) |

### **Role Description:**

This role is ideal for someone who is passionate about engaging with and supporting students. Advice Assistants play a key role in supporting the Herts SU Advice Teams; through engaging with students, triaging student queries, providing frontline advice, and conducting outreach activities to enhance student engagement and awareness of the service. The successful candidate will be proactive, approachable, and enthusiastic about making a difference in the student experience.

### **Main Duties and Responsibilities:**

#### **Student Engagement & Support**

- Triage student drop-ins, assess their needs, and determine if an appointment with an Adviser is required.
- Provide frontline direction and guidance - signposting students to appropriate support services as necessary.
- Accurately record student engagements within our case management system.
- Respond to student emails and inquiries in a professional and timely manner (as required).
- Undertake student check-ins via phone to gather service feedback.

#### **Service Promotion**

- Conduct promotional or outreach activities, such as running stalls, attending SU events or on-campus roaming outreach, to drive awareness of the Herts SU Advice service.

#### **General Responsibilities**

- Work safely and report any potential hazards to the Line Manager.
- Any other appropriate tasks as assigned by the Line Manager.

## Person Specification:

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

| SELECTION CRITERIA            | REQUIREMENTS   | Essential or desirable                              |
|-------------------------------|--|---|
| <b>Knowledge &amp; Skills</b> | Strong written and verbal communication skills<br>Excellent interpersonal and empathic listening skills<br>Proficiency in Outlook, Microsoft Word, and Excel<br>Ability to engage with people from diverse backgrounds, cultures, and religions<br>Ability to remain calm under pressure<br>Strong organisational skills and ability to manage workload effectively<br>Ability to motivate & enthuse others.<br>Basic numerical skills<br>Understanding of customer service principles<br>General understanding of Herts SU and its services<br>Knowledge of UH student administrative and wellbeing services<br>Interest in Students' Union services and events | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>D<br>D<br>D |
| <b>Experience</b>             | Experience of customer service<br>Experience of self-organisation<br>Experience of working in a team<br>Experience in a similar role   | E<br>E<br>E<br>D                                    |
| <b>Special Requirements</b>   | Flexible approach to working hours.<br>Commitment to abiding by the Herts SU Advice confidentiality agreement  | E<br>E  |
| <b>Other</b>                  | Highly motivated, outgoing & enthusiastic<br>Smart, clean and tidy in appearance<br>Friendly, approachable, and helpful nature   | E<br>E<br>E   |