

Advice Centre Assistant - Placement

SALARY:	£24,784.50	LOCATION:	Based at College Lane Campus with occasional work at other sites and locations (as required).
RESPONSIBLE FOR:	N/A		
RESPONSIBLE TO:	The post holder reports to the Assistant Advice Centre Manager.		
CONTACTS:	The post holder will have contact with students, Students' Union (SU) and University staff, SU Elected Officers and staff from external support organisations.		
PURPOSE:	<p>Support the Herts SU Advice & Support Team by acting as a first point of contact for students accessing advice services via the Welcome Desk. The postholder will help ensure students receive timely, accurate information and feel supported to navigate university processes, while maintaining the highest standards of confidentiality, impartiality, and service excellence.</p> <p>As a student placement, this role also provides an opportunity to develop practical skills in advice delivery, communication, administration, and service improvement, while contributing meaningfully to the student experience at the University of Hertfordshire.</p>		
THE ROLE:	<p>Working as part of the Advice and Support Team, and based at the Herts SU Welcome Desk (College Lane), the Advice Centre Assistant (Placement) will triage student queries, provide initial advice and information, and determine when it is appropriate to refer students to an Adviser for more in-depth support. The role involves frontline engagement with students through drop-ins, email correspondence, case recording, and follow-up check-ins, ensuring interactions are recorded accurately in-line with service procedures.</p> <p>The postholder will also support wider service development activities, including gathering student feedback, and assisting with promotional work as required. Throughout the role, the Advice Centre Assistant (Placement) is expected to work safely, uphold Advice confidentiality standards, and demonstrate Herts SU's values by delivering a helpful, student-focused, and professional service at all times.</p>		

Vision:

Our vision at Herts SU is to help students love their time at Herts. The Advice and Support Team is a core part of our vision, and the role of Student Adviser is an essential part of supporting individual students to ensure that they get the most from their time at the University of Hertfordshire.

Values:

We are a truly values-led organisation. We are looking for someone who lives our everyday values of being helpful, empowering, representative, transparent and student focussed.

Service Excellence:

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

Equal Opportunities:

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

Main duties and responsibilities:**Student Advice & Frontline Support**

1. Act as a first point of contact for students accessing the Advice & Support Centre via the Herts SU Welcome Desk, providing a friendly, professional, and student-focused service.
2. Triage student drop-ins by assessing the nature, urgency, and complexity of enquiries to determine appropriate next steps.
3. Book appointments with Student Advisers where issues require detailed casework or specialist advice, ensuring students understand the appointment process and what to expect.
4. Provide initial advice, accurate information, and practical guidance within agreed service boundaries, supporting students to understand University procedures, regulations, and available support.
5. Signpost students to appropriate internal and external services where relevant, ensuring clear and effective referral pathways.
6. Recognise when matters are complex, sensitive, or outside the scope of the role, and escalate appropriately to a Student Adviser or Management in line with service procedures and professional standards.

Administration, Records & Confidentiality

7. Maintain accurate and timely records of all student interactions using the Advice case management system, in accordance with GDPR, Herts SU Data Protection Policy, and internal service standards.

8. Respond to student emails and follow-up communications (as appropriate), ensuring clarity, professionalism, and consistency with service expectations.
9. Uphold the Herts SU Advice confidentiality policy, impartiality standards, and Service Level Agreement commitments at all times.

Service Quality & Professional Standards

10. Deliver a high standard of service at all times, contributing positively to students' confidence, understanding, and sense of being supported during their studies.
11. Support continuous improvement by gathering service feedback, including undertaking student check-ins by telephone, and sharing insights with the Advice Team.
12. Identify recurring themes or issues in student enquiries and feedback observations to the Advice Team to support service development and responsiveness.
13. Work flexibly and efficiently, adhering to professional service standards, policies, and procedures at all times.
14. Operate safely at work, reporting any hazards or concerns to the Line Manager in line with Health & Safety procedures.
15. Undertake any other reasonable duties as assigned by the Line Manager, appropriate to the role and level of responsibility.

General:

16. Being friendly and respectful of others to maintain a safe and considerate workplace, reflecting our values of being Helpful, Empowering, Representative, Transparent and Student-focused.
17. To set high standards of integrity, punctuality, accuracy, politeness, and professionalism by personal example.
18. To have a flexible approach to work and to undertake any other reasonable duties which may be required, always promoting a positive image of Herts SU.
19. To abide by the Herts SU Memorandum and Articles of Association, and Union Policies and Procedures, always respecting the democratic structure of the Students' Union.
20. To be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

This document outlines the general duties required for the time being. This is neither a comprehensive or exhaustive list and the duties may be varied from time to time and may be changed and be added to or deducted from. Any changes will not alter the general character of the job and/or level of seniority or responsibility, unless following on from discussion and agreement.

PERSON SPECIFICATION Advice Centre Assistant – Placement

	Assessed by:
ESSENTIAL	
Studying at the University of Hertfordshire with the opportunity to undertake a placement within the specified dates (2026-2027 academic year).	Application
Highly literate and numerate with excellent verbal and written communication skills	Application
Excellent interpersonal and communication skills	Application/Interview
Experience of working within a welfare, support, advice, or customer service environment	Application/Interview
A motivated and enthusiastic approach towards working as part of a team with shared outcomes	Application/Interview
Excellent administrative skills and the ability to adhere to defined policies and procedures	Application
Ability to work flexibly and efficiently whilst prioritising and managing own workload	Application/Interview
Ability to relate to students, assess their needs, and provide appropriate information	Application/Interview
Ability to work under pressure and manage workload effectively	Application/Interview
Able to work evenings and weekends (as required)	Application/Interview
Commitment to Equal Opportunities and understanding of its relevance to Students' Unions	Application/Interview
Ability to work with a wide range of people from different backgrounds and cultures	Application/Interview
Understanding of working in a democratic environment	Application/Interview
IT literate with the confidence to tackle new systems and software.	Application/Interview
DESIRABLE	
Experience of working within a student led, democratic environment	Application/Interview
Professional or voluntary experience of supporting students	Application/Interview
Knowledge of support services available to students	Interview
Working knowledge of university procedures and regulations	Application/Interview
Experience of using a case management system or CRM	Application/Interview