

July 2021

Thank you for your interest in the post of **Student Services Assistant**. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter by e-mail to Helen Dearing, Human Resources Business Partner:

Email: HRMailbox@westdean.ac.uk

Tel: 01243 818 274

Closing date for applications: 25 July 2021

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

Diversity & Inclusivity Statement:

West Dean College of Arts & Conservation values the diversity of its staff and students. We aspire to be a fully inclusive and representative employer and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, faith or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We strongly encourage applications from suitably qualified candidates from a wide range of backgrounds to apply and join our teams at West Dean College of Arts & Conservation.

GDPR Statement

At The Edward James Foundation we take privacy very seriously and are have reviewed all our records and processes to ensure that we are fully meeting the data protection standards introduced by the General Data Protection Regulation (GDPR) on 25 May 2018. Full details regarding how we collect, process and store personal information about you is available on our website: <https://www.westdean.org.uk/about/work-for-us>

JOB DESCRIPTION

JOB TITLE	Student Services Assistant
DEPARTMENT	Residential Services / Student Welcome
LOCATION	West Dean College
RESPONSIBLE TO	Residential Services Manager / Residential Services Supervisor

MAIN PURPOSE OF ROLE To provide a friendly and efficient support service for students, being responsible for handling the day to day enquiries and administration. To work collaboratively with the Academic & Student Services and Residential Services teams to the benefit of student wellbeing and welfare.

PRIMARY RESPONSIBILITIES

General

- To be the first point of contact for non-academic student enquiries;
- To liaise closely with Academic & Student Services, to ensure actions are completed in a timely manner, that the most accurate information is provided and/or relevant queries are handed over to Academic & Student Services accordingly;
- Respond verbally or in writing to enquiries, seeking support from relevant departments as necessary;
- Provide regular and relevant up-to-date information to the students, liaising closely with Education and the wider college, supporting active communication to students;
- To attend fairs and other student recruitment activities where considered appropriate;
- Send out Handbooks / Licence agreements to students.

Student Welcome & Bookings

- Use bookings system to book and allocate rooms to full and part time students;
- Create student profiles within booking system to ensure relevant and accurate information is accessible;
- Manage student requests to change board status;
- Assist the Bookings team to input extra student nights as required;
- Help maintain bookings database and prepare reports as required;
- Assist the Residential Services Manager and Supervisor with projects relating to LTS, such as pay as you go, moving financials of LTS over to Kx;
- Assist the Residential Services Manager with improvements around LTS process;
- Create and distribute student cards, uploading into Sign in system.

Residential

- Assist the Housekeeping department by undertaking regular and routine checks of all internal and external student areas, to help support service and facilities excellence;
- Support Housekeeping by undertaking room inspections in relation to inventories prior to checking in residential students, and to follow up on check out;
- Ensure correct follow up of maintenance issues.

Student Welfare

- Collaborate with the Academic & Student Services department and Conference & Bookings coordinator to regularly organise Student events and engagement activities;
- Undertake training as a mental health First aider to spot triggers and signs of mental health issues, in order to provide support and signposting to students.

Health & Safety

- Adhere to the College's Health & Safety Policy at all times, ensuring a safe working environment.
- Ensure that appropriate standards in respect of Health and Safety are maintained.
- Attend / undertake H&S briefings and training as required.
- Assist Student Welcome when any of the alarm systems are activated, ensuring that the appropriate procedures are followed.
- Support Student Welcome with the evacuation of staff, guests, visitors and student in the event of a fire / emergency evacuation.

General

- To be visible, present, engaging and proactive with students;
- To maintain and develop own knowledge, skills and experience through formal training and development activities;
- Ensure that relevant Health & Safety legislation is adhered to and to perform any college wide designated duties with regard to Health & Safety and the security of the college;
- Undertake other reasonable related duties as may be required from time to time.

This job description is subject to regular review in consultation with the post holder.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>Good standard of education.</p> <p>Educated to GCSE grade C / level 4 or above in English and Mathematics.</p>	<p>Degree in relevant area.</p>
Experience	<p>Working within a customer facing role.</p> <p>Experience of using varied IT systems, including Microsoft.</p> <p>Experience of working with data and databases, having awareness of Data Protection issues and the need for confidentiality.</p> <p>Proficient in keeping accurate records and data.</p>	<p>Working within a Higher Education environment.</p> <p>Experience of organising events.</p> <p>Experience of dealing with welfare issues.</p>
Skills & Knowledge	<p>Excellent verbal and written communication skills.</p> <p>Ability to multi-task and prioritise effectively.</p> <p>Ability to work unsupervised.</p> <p>Ability to work effectively with team and across the college.</p> <p>Great attention to detail.</p> <p>Willingness to work flexibly, including weekends or evenings on occasion.</p> <p>Excellent customer service skills with a positive and solutions focused approach.</p> <p>Professional and approachable.</p>	

STUDENT SERVICES ASSISTANT

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Permanent.
Duties:	As attached job description.
Salary:	£22,000 per annum.
Hours:	35 hours per week (1.0 FTE), 5 days over 7 (including some weekends and bank holidays), 9am-5pm.
Holidays:	33 days per holiday year inclusive of Bank Holidays.
Sickness:	10 days in any consecutive twelve-month period, or longer period at the Foundation's discretion, after six months' continuous service.
Benefits:	Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College, free on-site parking.