

RECEPTION & ADMINISTRATIVE ASSISTANT - ADVICE CENTRE

Role Profile

The Union's vision is that: **Every student loves their time at Southampton.**
Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

- 1) To be initial contact for all Advice Centre enquiries
- 2) To provide administrative support for the Advice Centre
- 3) To maintain files and records of the Advice Centre and to contribute toward wider organisational aims

Responsible to: Head of Advice
Responsible for: N/A
Grade: B

Main Duties of the Role

To be initial contact for all Advice Centre enquiries

- Utilise excellent communication skills to ensure a positive customer-focussed experience.
- To maintain a tidy and informative reception area which meets and anticipates the needs of service users.
- To respond sensitively to distressed students, communicating effectively, and recognising the need for a confidential setting.
- Have knowledge of support available within the university and externally in order to effectively signpost as required.

The provision of administrative support for the Advice Centre

- Working independently to respond to all student contact whilst being responsible for managing the Advice Centre calendar, and all other reasonable duties.
- Working with members to ensure they are prepared for Adviser appointments (e.g. ensuring members have provided necessary documentation and completed relevant forms)
- Operating a 'triage' system to assess and record all incoming enquiries, providing initial information and prioritising where necessary.
- Have a general understanding of University and SUSU procedures to inform and advise students in preparation for their appointments and upcoming hearings.
- To support the department's role in identifying and acting on issues affecting the student experience by feeding back to the Advisers issues raised at reception, alerting Advisers to particular cases relevant to broader issues.
- To supervise and ensure efficient admin function of the office, distribute post, overseeing all office equipment, ordering stationery supplies, book rooms and resources necessary for any meetings required by the Advice Centre team.
- To collaborate with SUSU staff members to ensure that all relevant staff have full knowledge of the issue concerned.

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To maintain files and records of the Advice Centre and to contribute toward wider organisational aims

- To accurately record student data on Advice Pro, and to produce statistical reports from Advice Pro and drop-in sessions as required, including for Trustee meetings, with a view to monitoring for future trends and proactive responses.
- To ensure all Advice Centre policies are upheld, including managing conflict of interest situations.
- To prepare claims for payment on behalf of the Advice Centre and Nightline, to ensure the smooth running of all administrative processes.
- To support the Advice Centre team in relation to any Advice related financial transactions.
- To participate in updates on changing policies and laws, providing input to various documents and policies that benefit the student community.
- To assist in the staffing of University and Students' Union events, promoting the Advice Centre and providing information and signposting to students.
- To assist in the delivery of LAYM and other training as required.
- To support the department in actively planning for the needs of the membership in line with the Operational Plan.

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Experience of working successfully in an office environment in a reception or administration role, ideally in a HE student facing role	X	
Commitment to the values and purpose of a Students' Union, including the ability to work in and promote the student-led environment	X	
Good understanding of and commitment to boundaries and the confidentiality policy	X	
Excellent IT skills, including MS Teams, MS Office, Outlook and CRM systems	X	
Excellent organisation skills and ability to manage own time with minimum supervision	X	
Enjoy working as part of a small team and possess a flexible approach to work	X	
Excellent communication and interpersonal skills to be reflected in written, telephone and face to face contact with students, colleagues and external stakeholders	X	
Commitment to and understanding of equal opportunities, including inclusivity and access issues	X	
Ability to deal with students who present with confidential and sensitive issues	X	
Ability to establish a good working rapport with students	X	
Commitment to the provision of excellent customer service and a genuine enthusiasm for working with students	X	
Have experience and knowledge of issues facing the student body		X
Ability to work under pressure	X	

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Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.