

# Membership Assistant (Advice)

## Role Profile

<b>Pay Grade</b>	2
<b>Responsible to:</b>	Head of Advice & Support
<b>Line Management &amp; Supervision – Responsible For</b>	None

### Main Role Purpose

- 1) Provide efficient administrative support to the Advice Centre, ensuring the smooth coordination of enquiries, appointments and case management processes.
- 2) Act as a first point of contact for students, delivering a professional, confidential and student-focused service across multiple communication channels.
- 3) Maintain accurate records and systems to support service delivery, reporting and compliance, including effective use of the CRM system.

### Key Responsibilities

#### Frontline Student Support

- Act as the first point of contact for all student enquiries relating to housing, finance, academic issues, mediation, and related matters.
- Respond to enquiries via email, telephone, and in-person, in a timely, professional, and supportive manner.
- Provide accurate initial information and signpost students to appropriate advisers or services.
- Handle sensitive information with empathy, discretion, and strict confidentiality.

#### Appointments and Service Coordination

- Schedule appointments efficiently and provide clear information about the appointments to students.
- Manage Student Advisers' calendars and appointment bookings.
- Monitor appointment availability and flag capacity issues to the Advice Manager.
- Coordinate the annual review and update of all student-facing guides and resources, liaising with advisers to ensure content is accurate, up to date, and completed within agreed timeframes.

#### Customer Relation Management (CRM) and Data Management

- Accurately record all student interactions, case notes and appointments on the CRM system, ensuring records are kept up to date and fully GDPR compliant.
- Regularly review records for completeness, accuracy, and compliance.
- Support audits and data reviews as required.

#### Mediation & Outreach Promotion

- Support the development and promotion of the mediation service.
- Assist with planning and delivering outreach activities and awareness campaigns.

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- Promote services through events such as housing fairs, wellbeing initiatives, and campaigns including *You Are More Than*.
- Represent the service positively at events, stalls, and workshops.

### **Administrative Support**

- Provide general administrative support to the wider Membership and Advice & Support teams.
- Assist with report preparation, data collation, and service monitoring.
- Liaise with NHS partners and relevant services to ensure the Sexual Health Corner is regularly restocked, up-to-date, and accessible for students.

### **Team and Service Development**

- Contribute ideas to improve service accessibility, efficiency, and student engagement.
- Work collaboratively with Student Advisers, campaign teams, and other departments.

### **Contribute to the overall effectiveness of SUSU by**

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

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## Person 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 KNOWLEDGE/EXPERIENCE REQUIRED	Essential	Desirable
<b>Knowledge</b>		
Understanding of the importance of confidentiality, data protection, and GDPR compliance	X	
Awareness of the challenges faced by students and the need for inclusive, non-judgemental support	X	
Understanding of professional boundaries and signposting to appropriate services	X	
Awareness of equality, diversity, and inclusion principles within student support settings		X
<b>Experience</b>		
Experience of working in a frontline, customer-facing role, desirable if within a student support, advice, or service-based environment	X	
Experience of handling sensitive or confidential information appropriately	X	
Experience of providing administrative support, including managing appointments, calendars, or records	X	
Experience of working with databases or CRM systems and maintaining accurate records	X	
Experience of supporting outreach activities, events, or awareness campaigns	X	
<b>Skills</b>		
Excellent communication skills, with the ability to communicate clearly and sensitively in person, by phone, and in writing	X	
Strong organisational skills, with the ability to manage competing priorities and work to deadlines	X	
High level of attention to detail when maintaining records and documentation	X	
Ability to work calmly and professionally with students who may be distressed or presenting complex issues	X	
IT proficiency, including email, calendars, databases and Microsoft Office or equivalent systems	X	

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Behaviours and Attributes		
Able to work both independently and collaboratively as part of a team	X	
Flexible and adaptable in a busy service environment	X	
Committed to delivering high-quality support and continuous service improvement	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:



#### We are **Responsible**

We are accountable for our **decisions**

We stand up for others and challenge **unfairness**

We recognise the importance of the **climate crisis** and constantly try to become more environmentally sustainable in all our practices



#### We create **Community**

We create opportunities for all students to feel part of a **wider community**

We make sure our spaces and activities make all students feel **they belong** here

We work to help all students **feel safe**, able to express themselves and participate fully



#### We are **Supportive**

We will always be here for students, **ready to help** when necessary

We empower students to **develop skills**, find solutions and make change

We make sure the **student voice is heard** in all areas that affect the student experience