

Student Influence Assistant (Advice)

DEPARTMENT: Student Influence: Student Advice Centre

DEPT PURPOSE: Strengthening Student Representation & Local Influence

REPORTING TO: Student Advice Centre Manager

PURPOSE OF ROLE: To serve as the first point of contact for students seeking advice, support or information, managing enquiries via the inbox, triaging where appropriate and supporting the effective and efficient delivery of the service.

- IN PARTICULAR:**
1. Identify and understand students' needs, triaging appropriately and providing accurate information, basic advice, guidance, and signposting to relevant services.
 2. Undertake administrative tasks including managing the Student Advice Centre inbox and allocating appointments for advisers along with supporting flex staff
 3. To deliver the administrative systems and processes required to support the smooth running of the Student Advice Centre.

Key Responsibilities

Enquiries and Information	
To be the first point of contact for students seeking advice, information, support, guidance and/or support from the Student Advice Centre.	<ul style="list-style-type: none"> • Ensure students receive appropriate and effective support and information • Identify and understand the needs of students • Provide accurate and timely information, guidance, basic advice and signposting.
Students can access self-help materials, information, supportive resources or be signposted to appropriate services.	<ul style="list-style-type: none"> • Students receive appropriate and effective advice and information • Provide accurate information and guidance to students and other stakeholders, maintaining up-to-date knowledge of relevant policies, processes and services, and offering advice or signposting as appropriate
Systems and processes	
Use judgement to triage enquiries and determine the most appropriate course of action	<ul style="list-style-type: none"> • Effectively prioritise cases to ensure timely responses and maximise use of service resources

	<ul style="list-style-type: none"> • Accurately capture and maintain student data and case records at reception, in line with data protection and confidentiality requirements • Monitor and manage incoming enquiries across multiple channels, including in-person, email and telephone
To coordinate appointments in advisers' diaries to ensure that students can be seen in a timely manner	<ul style="list-style-type: none"> • Students receive appropriate and effective advice, support and information • Escalate complex or urgent cases appropriately, ensuring they are directed to the right adviser or service
To ensure that students are prepared for appointments and have provided relevant information and correspondence to advisers.	<ul style="list-style-type: none"> • Students receive appropriate and effective advice, support and information • Advisers are able to make best use of their time when advising students • Students are supported to explain their needs.
Administrative Support	Undertake administrative tasks to support the Student Advice Centre including managing and answering email enquiries and supporting flex staff
To work with the Student Advice Centre Manager to ensure that administrative tasks in support of the service are completed	<ul style="list-style-type: none"> • Students receive appropriate and effective advice, support and information • Complete a range of administrative tasks to support service operations, such as maintaining records, updating systems and preparing resources • Contribute to the continuous improvement of administrative processes to enhance efficiency and service quality • Ensure administrative duties are carried out accurately and in a timely manner
Flex staff support - recruitment, training and rotating of flex staff. Working closely with them to support them when at work.	<ul style="list-style-type: none"> • Coordinate the scheduling and rotation of Flex staff to meet service needs • Act as a point of contact for Flex staff while on duty, helping to resolve queries or escalate issues appropriately
General	Such other duties as may be reasonably prescribed, appropriate to the grade and responsibilities of this post

PERSON SPECIFICATION

	Criteria
Experience	
1	Experience of leading a front desk, welcome or reception service
2	Experience of delivering and developing administrative processes to support effective service delivery
3	Experience of diary management and scheduling
Skills	
4	Understanding of the issues currently facing students at the University of Sheffield
5	Ability to assess and prioritise the issues students present to the service with
6	Ability to support in the development of proactive communications and materials to support students with frequently presenting issues
7	Has excellent time management and organisational skills, with the ability to work under pressure and meet deadlines while maintaining attention to detail
8	Is self-motivated, able to work independently and use own initiative
9	Is passionate about continuous improvement and making a difference
10	Possesses excellent professional communication skills (verbal and written) and is personable in their approach
11	Strong IT skills including office packages
12	Commitment to work in line with our Staff Values
13	Is able to embrace change, encourage flexibility within the team and is realistic in their approach to work