

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Help and Support Advisor EHA1918-0920

Reporting to: Dean of Learning Services

Accountable to: Help and Support Manager

The Post

To provide excellent customer care via our multiple physical and virtual service points in a busy and high-profile student support and customer enquiry handling service.

Duties and Responsibilities

- a) Provide a professional and welcoming first impression to all customers of the Catalyst building.
- b) Resolve enquiries relating to a wide range of library, IT, student support, wellbeing and careers related issues, acting as a first point of contact and taking responsibility for the enquiry from beginning to end, referring to more specialist support teams when appropriate.
- c) Demonstrate emotional intelligence and judgement, adopting a solution focused approach to deal proactively with complex enquiries and situations.
- d) Triage high risk students following agreed processes, ensuring referrals are made to the appropriate service.
- e) Retrieve, maintain and update the virtual knowledge base with frequently asked questions and assist with the development of student support web pages, social media and promotional materials. Monitor enquiry content and frequency to ensure it accurately meets changing demands during year.

- f) Log and monitor statistical data and record feedback through a variety of channels.
- g) Contribute to the testing of solutions and enhancements to student systems as appropriate.
- h) Engage in independent and collaborative work on a range of identified tasks and projects that will contribute to the enhancement and improvement of the service.
- i) Contribute to the planning, organisation and delivery of student events and assist with the capture of feedback.
- j) Proactively access and understand information available on key University processes and procedures in order to be able to assist and guide students through to an appropriate resolution.
- k) Foster good working relationships and regular communication with all departments for whom the team provides a frontline service. Act as a key contact to a specialist service and advocate for all services by promoting upcoming workshops and events.
- l) Troubleshoot MFDs and PC hardware issues, reporting faults and liaising with the appropriate specialists and the University IT Services department.
- m) Provide initial support and guidance in the use of networked software and key University teaching and learning systems such as the virtual learning environment (VLE).
- n) Contribute to the maintenance of a secure and tidy environment, including the supervision of student behaviour and spaces. Follow processes to report faults and escalate issues that present a risk to the users or building.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 3, Points 11-14
£19,612 - £21,236 per annum

Hours: 29 hours per week on the following shift pattern

Monday	Tuesday	Wednesday	Thursday	Friday
8:45 - 5:00		7:45 - 4:00	7:45 - 4:00	11:45 - 8:00

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Help and Support Advisor EHA1918-0920

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to 'A' level or significant relevant work experience.	*		
2	GCSE or equivalent in English and Maths.	*		
3	ECDL qualification or equivalent attained within the last 5 years.		*	
Experience				
4	Experience of working in a busy, fast paced customer-focussed environment with large volumes of enquiries	*		
5	Experience of providing support for customers using mobile devices.	*		
6	Experience of working within Further or Higher Education.		*	
7	Experience of providing customer support for PC hardware and associated peripherals.		*	
Knowledge/Skills/Abilities				
8	Excellent customer service skills with the ability to deal with sensitive situations, handle conflict constructively and maintain professionalism	*		
9	To be able to demonstrate a high level of skill in the use of MS office etc. With an ability to explain issues and aid customers to build on existing software knowledge.	*		
10	A flexible and positive approach to work with experience of adapting own skills to new circumstances.	*		

11	Ability to work as part of a team and contribute positively to the team effort.	*		
12	Self-motivated and able to use own initiative to prioritise workloads effectively.	*		
13	Excellent listening skills and problem-solving skills.	*		
14	Accuracy and attention to detail.	*		
15	Flexible approach to working hours.	*		
16	An awareness of Equal Opportunities Issues.	*		
17	Willingness to undertake staff training and development as required.	*		

***Method of Assessment**

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.