



# Edge Hill University

## Help and Support Advisor

**Reference:** EHA0484-0822

**Salary:** £21,197 - £22,662 per annum (pro rata)  
Grade 3, Points 11 – 14

**Contract Type:** 1 x Full time (36.25 hours per week), Permanent.  
1 x Part Time (21.75 hours per week), Permanent

**Location:** Ormskirk



**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.**

**Edge Hill  
University**

**Job Description for the post of:**

**Help & Support Advisor**

**1x Full Time (37.25 hours), 1 x Part Time (21.75 hours)**

**Permanent**

**EHA0481-0822**

**Accountable to:** Director of Library & Learning Services

**Reporting to:** Help & Support Manager

## **About the Faculty/Department**

Library and Learning Services provides a responsive and supportive environment for students and staff, developing and supporting learning through a wide range of services, facilities, research, technology and information including:

- Information/learning resources – print and digital
- Library Services – Ormskirk and Manchester
- Digital Learning Technologies – Blackboard and tools for teaching and learning
- UniSkills – digital/information literacy and academic writing for students
- Specialist support for students with SpLD
- Research support
- Supporting the development of digital skills for staff and students

## **The Team**

Customer Services enable the provision of high quality support and spaces. Based in the Catalyst, the department seeks to uphold values to support, empower and find good outcomes for all members of the Edge Hill Community. Support is provided through the Help and Support Team and the Facilities team.

Help and Support act as first point of contact for Student Services, Careers, Student IT and Library and Learning Services, providing services in person and virtually, by resolving queries with advice or connecting users to the most appropriate specialist service.

Facilities undertakes the management of spaces within Catalyst. They ensure that the building offers high quality, adaptable and safe spaces to support study and research. The team also manage the circulation of stock in Catalyst and St James, Manchester.

## About the Role

The post holder(s) are expected to have a track record of providing excellent customer service, resolving enquiries as a first point of contact, taking ownership of issues while liaising with other departments to provide a clear way forward for students and staff with in-depth enquiries or referring relevant enquiries on for specialist assistance.

The role involves supporting our customers across a myriad of enquiry types from traditional library support and IT assistance, to aiding customers to find answers/assistance with wellbeing and money advice amongst other areas of support need.

The post holder will be required to be involved in projects, statistical gathering and evidencing, to support divisional objectives and team improvements. You will also play an active role in supporting the learning environment by reporting maintenance issues and ensuring that the acceptable use policy is adhered to.

## Duties and Responsibilities

### Customer Service

1. 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.
2. Demonstrate emotional intelligence and judgement, adopting a solution focused approach to deal proactively with complex enquiries and situations.
3. Triage high risk students following agreed processes, ensuring referrals are made to the appropriate service.
4. Provide a professional and welcoming first impression to all customers of the Catalyst building.
5. 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).



### **Team responsibilities and administration.**

1. Retrieve, maintain and update our 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.
2. Log and monitor statistical data and record feedback through a variety of channels.
3. Contribute to the planning, organisation and delivery of student events and assist with the capture of feedback.
4. Troubleshoot MFDs and PC hardware issues, reporting faults and liaising with the appropriate specialists and the University IT Services department.
5. 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.

### **Department initiatives, projects, and wider responsibilities.**

1. Contribute to the testing of solutions and enhancements to student systems as appropriate.
2. 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.
3. 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.
4. 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.

**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

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**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 for the post of:

### Help & Support Advisor

1x Full Time (37.25 hours), 1 x Part Time (21.75 hours)

### Permanent

**EHA0481-0822**

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

**Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).**

		Essential	Desirable	Method of assessment (I/A/S/T/P)
<b>Qualifications</b>				
1	Educated to 'A' level or significant relevant work experience.	*		A
2	GCSE or equivalent in English and Maths	*		A
<b>Experience and Knowledge</b>				
3	Experience of providing support for customers own mobile devices and enhancing customers own skills and abilities.	*		S/I
4	Experience of working within Further or Higher Education.		*	A
5	A good working knowledge of all parts of MS office and similar applications. With an ability to explain issues and aid customers to build on existing software knowledge.	*		S/I/T
<b>Abilities and Skills</b>				
6	Excellent customer service skills with the ability to deal with sensitive situations, handle conflict constructively and maintain professionalism.	*		S/I
7	An excellent track record of successfully working collaboratively on a range of identified tasks and projects that will contributed to the improvement of a team or service.	*		S/I
8	A flexible and positive approach to work. With experience of adapting your own skills to new circumstances.	*		S/I

9	Ability to work as part of a team and contribute positively to the team effort.	*		S/I
10	Self-motivated and able to use own initiative to prioritise workloads effectively.	*		S/I
11	Excellent listening skills and problem-solving skills.	*		S/I

## How to Apply

When you are ready to start the formal application process, please visit [www.edgehill.ac.uk/jobs](http://www.edgehill.ac.uk/jobs) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy, you may wish to contact: Andy Billington, Help & Support Manager at [Billinga@edgehill.ac.uk](mailto:Billinga@edgehill.ac.uk).

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

*At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.*