

CAMPUS LIFE

ASSISTANT



Department:	Student Life
Grade:	5
Reports to:	Campus Life Manager
Responsible for:	No direct/indirect reports

Job Summary and Purpose:	<p>The Campus Life Assistant is part of the Campus Life team, which is responsible for all matters related to student administration, enquiry and advice services. The team is part of the Student Life Department, which serves to provide a comprehensive and effective service across the student journey, enabling individuals to realise their potential</p> <p>The post holder's remit is broad and includes programme administration, managing student records and registration statuses, programme and module changes for on-campus and partner students; timetabling and graduation; provision of reception services on a rota basis and health and wellbeing signposting. In collaboration with Campus School colleagues, Campus Life Assistants play a central role in supporting the University's student progression and retention strategies and student community activities. Campus Life Assistants will deliver support for all aspects of the Campus Life remit but will also develop specialist knowledge to support specific areas of work in collaboration with the Campus Life Officers and Manager.</p> <p>In addition to their work to support the accuracy of the student record, the post holder is the first point of contact for student support and visitor enquiries ensuring that in the moment support is provided whenever possible and that more complex enquiries are effectively triaged to specialist services. This will involve working on a front desk for a proportion of the role alongside back-office functions.</p>
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1 KEY RESPONSIBILITIES

- Provide a welcoming, efficient, and informative first point of contact for student and visitor enquiries, making an initial assessment of the complexity of the enquiry aiming to provide resolutions in the moment as much as possible, effectively triaging to specialist services when required.
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- To develop expertise in the use of available systems and resources to deliver timely and accurate responses to questions, queries and requests.
- To undertake a range of administrative duties that support the administration of academic life at UCA, including but not limited to the maintenance of accurate student records for UCA and partner students including enrolment status, fee status and liability, marks processing and Board of Examiner support, certification and transcripts and sponsor updates (SLC and US Federal Loans for example).
- To assist with timetabling administration as directed, supporting the Campus Life Officer and Timetabling Manager to deliver effective, transparent, timely and accessible academic timetables for their respective campus.
- Respond to all enquiries in accordance with agreed procedures; providing clear, one-step internal referrals to those that require input from specialist teams, limiting the need for students to independently access different services.
- Develop and maintain a good overall understanding of the work, procedures and systems of the Campus Life team and various specialist areas within the University, ensuring that knowledge is up to date and utilised to provide students with the most up to date information and support as possible.
- With support from the Campus Life Officers and Campus Life Manager, provide initial confidential information advice and guidance (IAG) to students on a range of subjects that may affect a student during their time at UCA.
- Maintain high quality case records and session notes through use of UCA's case management system, ensuring that recording processes are in line with service procedures and expectations and compliant with General Data Protection Regulations.
- Be a proactive member of the Campus Life team, meeting regularly to share best practice, participate in case discussions and to contribute to the development of policies, processes and materials related to the Team's work, ensuring a culture of continuous improvement.
- Collaborate with members of the Campus Life team and colleagues across UCA to ensure joined up models of support and to deliver shared projects such as workshops, conferences, induction for new and returning students, or university wide staff development opportunities, ensuring that the experience of our students remains a top University wide priority. This includes participating in a programme of student advice and wellbeing events that support our commitment to developing student communities.
- To provide, on a rota basis, front desk services such as switchboard duties, enquiry management for students, visitors and the UCA community, access card arrangements and security passes.
- To participate as directed in University 'set pieces' such as enrolment, open days, and graduation ceremonies, representing the Campus Life team and student experience at UCA as and when required.

2 RESPONSIBILITIES OF ALL STAFF

- To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
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- Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
 - Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
 - To promote equality, diversity and inclusion in your performance of your duties.
 - To actively participate in learning and development to meet the requirements of your role and the University.
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3 SELECTION MATRIX

Representative Knowledge, Skills and Experience – Grade 5		Essential	Desirable	Used to shortlist
1	Previous relevant work experience and/or certification	x		
2	NVQ Level 3 / 4 or equivalent	x		x
Knowledge and skills may have been gained through formal training courses				
3	Familiarity with standard office software package	x		x
4	Ability to communicate courteously and effectively, both orally and in writing to deliver a high standard of customer service	x		x
5	Proven ability to prioritise tasks effectively, use time efficiently, and adapt when necessary	x		x
6	Keen attention to detail with the ability to deliver high quality written work	x		
7	Experience of team-working and commitment to collaboration, ensuring that shared responsibilities are met	x		
Role Specific Knowledge, Skills and Experience				
8	Experience (employment or voluntary) of providing advice and support to a professional standard	x		
9	Experience (employment or voluntary) of providing an effective and efficient administrative function service in a large and complex organisation	x		x
Personal Attributes and Behaviours				
10	A commitment to being an active contributor to a high performing team	x		x
11	A commitment to continuous improvement	x		

Does the role require a DBS? NO