



Coventry University Students' Union

Job Description

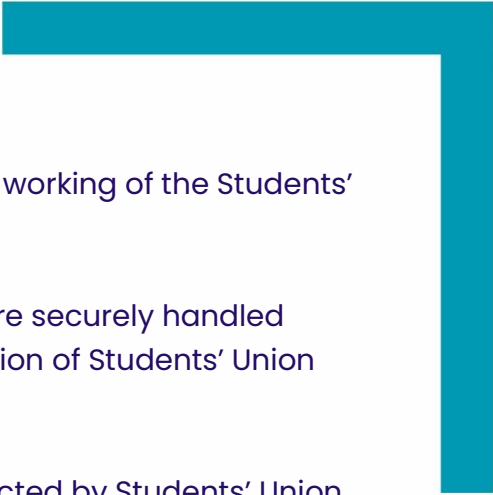
Job Title:	Students' Union Assistant
Grade:	Grade 3
Department:	Advice and Wellbeing
Location:	Coventry
Responsible to:	Triage and Welcome Desk Manager

Purpose

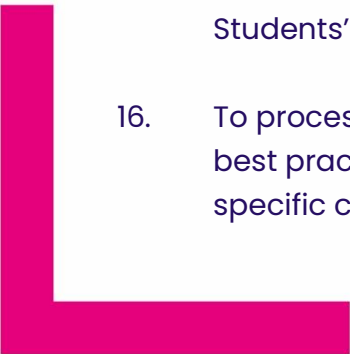
Students' Union Assistants are responsible for providing student-focused services to our members and wider stakeholders. This role is central to the day-to-day operations of the Students' Union and its activities and interactions with members.

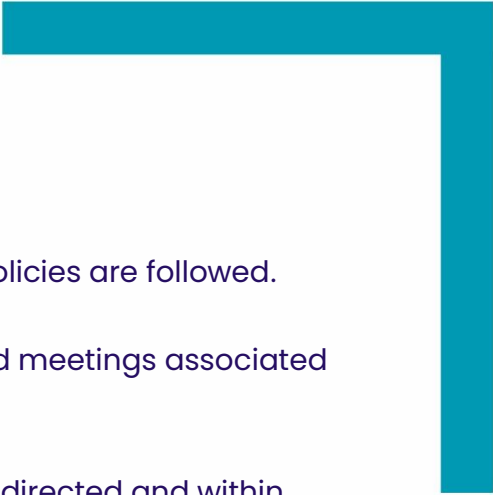
Customer Support and Administrative Duties and Responsibilities

1. To act as the first point of contact for all enquiries at the Students' Union via phone, email, live chat and in person.
2. To respond to enquiries using learned knowledge of the Students' Union and its services.
3. To provide excellent customer care to Students' Union stakeholders (students, staff, visitors).
4. To receive and sign for Students' Union deliveries and inform relevant department for collections.

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5. To undertake administrative tasks, relevant to the working of the Students' Union within established procedures.
 6. To ensure that stock, equipment, and resources are securely handled following established procedures under the direction of Students' Union staff.
 7. To use Students' Union software packages as directed by Students' Union staff and within established procedures and training.

Triage Duties and Responsibilities

8. To assess the initial needs of students presenting to the Students' Union Advice Service through email, web chat, telephone and face-to-face.
 9. To identify and assess any risks and concerns and escalate these to the Students' Union Advice Service staff following appropriate escalation procedures.
 10. To assist students in accessing the Advice Service or to signpost to other relevant University or external support services, primarily at the Hub.
 11. To support campaigns that raise awareness of the Advice Service through a mobile triage outreach service across.
 12. To provide non-directive, confidential prescribed information, and guidance through a range of communication channels under the direction of the Students' Union Advice Service staff.
 13. To produce and support the development of triage information and guidance content and resources.
 14. Maintain effective and up-to-date records in line with established procedures.
 15. To use relevant triage software and resources under the direction of Students' Union Advice Service staff.
 16. To process data accurately and sensitively, in accordance with GDPR and best practice. Additionally, to follow and abide by Your Advice Service's specific confidentiality, conflict of interest and other key policies.
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General Responsibilities

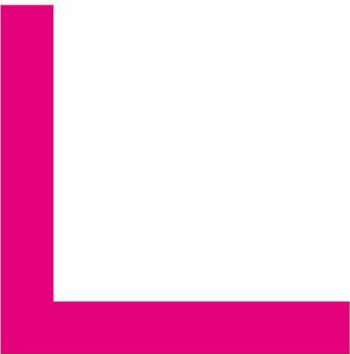
1. To ensure that all Students' Union procedures and policies are followed.
2. To complete, either digitally or in person, training and meetings associated with the role.
3. To use Students' Union equipment and resources as directed and within established procedures.
4. Undertake any other duties commensurate with the grade and range of the post.
5. To support the Students' Union to operate in line with its commitment to sustainability and social responsibility.

I have read, understood and agree to the above duties.

Signed:

Date:

Print Name:



Person Specification and Shortlisting Criteria

Students' Union Assistant

All applicants must have eligibility to work in the UK

Shortlisting criteria and required experience:

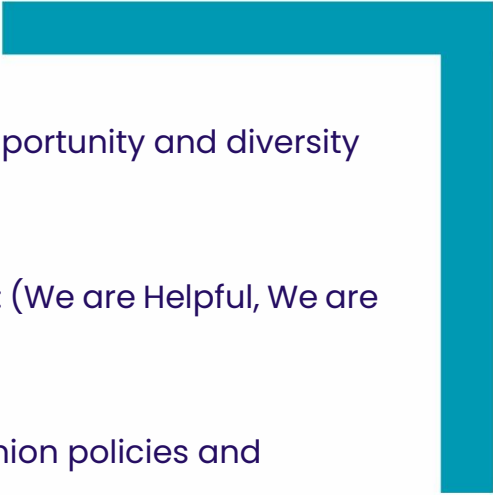
This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions.

1. Currently studying on a course provided by Coventry University Group – Essential
2. Experience of providing excellent customer service to a range of customers – Desirable
3. Experience of working as part of a team of staff or volunteers – Desirable
4. Experience of giving information and guidance in a non-bias manner – Desirable
5. Experience of delivering administrative tasks – Desirable
6. Understanding of Higher Education Organisation / Students' Unions or Membership Organisations – Desirable

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- Excellent communication skills – verbal and written
- Excellent interpersonal skills and organisational skills
- Ability to use a range of software packages such as Microsoft Office or customer facing enquiry management systems
- A high degree of commitment to excellent customer care
- Ability to work well in a team
- Work on your own initiative without close supervision

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- Good understanding and awareness of equal opportunity and diversity
 - Flexible approach to working hours
 - Commitment to confidentiality
 - Willingness to champion our organisation values: (We are Helpful, We are Inclusive, We are Ethical)

All staff are expected to comply with all Students' Union policies and procedures.

