

Student Staff Job Description

- Job Title:** Guild Advice Reception Assistant
- Responsible to:** Education & Welfare Advisors and Senior Advice Coordinator
- Outline of Post:** To work as part of the Guild Advice team to provide an excellent standard of customer service, creating a warm, friendly environment for students using the service. Please note that Guild Advice handles sensitive casework and this role encounters subject areas which some may find triggering.
- Hours:** Able to work up to 8 hours per week.

Duties and Responsibilities:

1. To serve customers showing high standards of customer care at all times providing a helpful and friendly service.
2. To be part the first point of contact for students using Guild Advice by telephone, email and in person.
3. Taking & passing on enquiries, as well as making appropriate referrals for support
4. To administer the Guild's case management system and maintain accurate case records
5. To handle sensitive and confidential data
6. To carry out administrative tasks as delegated
7. To attend and complete compulsory training as required.
8. To carry out other duties which naturally fall within the reasonable expectations of the post.

Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus with an awareness of your impact on the customer experience
- Strong communication skills
- An understanding of how to handle sensitive and confidential data
- Strong ability with Microsoft Office – Word & Excel particularly
- Able to work in a team, but also on own initiative
- Flexible, committed and punctual
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year
- Able to stay calm and friendly under pressure in a busy environment
- Keen to contribute to the development of the Guild Advice Service.
- Flexible with working patterns and would be open to working during vacation periods to support the service