

JOB DESCRIPTION

Job Title: **UniHelpdesk Advisor (title subject to review)**
School / Service: Library and Student Support
Ref: LIB766A
Campus: Hendon
Grade: Grade 5
Salary Range: £27,257 – £30,372 pro rata including London Weighting
Period: Temporary Maternity cover until February 2019
Reporting to: UniHelpdesk Manager (title subject to review)
Reports to Job Holder: None

Library & Student Support (LSS) provides a wide range of support services to students including Library & IT Support, Student Information & Advice, Wellbeing Services, Learner Development, Preessional Programmes and the Museum of Domestic Architecture.

The Student Information & Advice service integrates a number of customer support strands including:

- **UniHelpdesk** - This is the student helpdesk, which brings together all face-to-face support for general student enquiries in one location at the Hendon campus. The UniHelpdesk is also the central place for handing in coursework. Helpdesk Advisors can provide information and support on all aspects of life at the University and take ownership for resolving student queries. This team also provides support to international students with queries related to settling into and making the most of life in the UK including specific support for Preessional programmes
- **Student Advice** – The team provide a professional advice and guidance service to students seeking support with issues relating to student finance and budgeting, debt management, legal rights and personal welfare and well-being to enable them to make a smooth transition into higher education and encourage academic progress and student retention
- **International Student Advice (Immigration)** – This team provides information and advice on visa and immigration policies and procedures to international students wishing to continue their study at the University and provides workshops on the Tier 4 application process

Overall Purpose:

The post-holder is responsible for providing an excellent standard of front-line service to all students and visitors and a team providing a welcoming, positive, supporting and knowledgeable approach. They will act as the initial point of contact on an inter-linking range of issues which affect students' university experience with sensitivity and in a confidential manner, holistically resolving these wherever possible at the initial stage of enquiry or if appropriate managing the referral to expert advice. The post holder will maintain and support an established framework of continuous operational improvement using Business Enhancement tools and lean methodology (such as visual management and problem solving). The post-holder provide supervision to Reception and Switchboard Operators and monitoring of the service on a rota basis. They will take lead roles, making and maintaining links with other professional service staff e.g. in admission, credit control etc. to develop key specialist knowledge of aspects of the service, and in representing the service across the University.

Principal Duties:

1. Deliver (as part of a cohesive team) front line service, resolving student enquiries at the first point of contact when possible at UniHelp, demonstrating initiative and sound collective judgement towards achieving service objectives and KPI's
2. Provide first level assistance with student enquiries covering the full range of specialist services, determining if referral to a specialist colleague is required. This may include interpretation of enquiry and the careful, clear and accurate explanation of complex, detailed and specialist information and relevant procedure(s) and the arrangement of any follow up referrals through the appointment booking / referral process
3. Log all enquiries, including the advice given and outcomes achieved as necessary, collate customer feedback, and report findings and recommendations to the Helpdesk Manager to inform decision-making
4. Use, monitor and update and assist in the development of a range of LSS and University systems to support service delivery including MISIS, UniHub, the library management system, RFID, print and copy system, group study, appointment and PC booking systems, carrying out more complex system tasks
5. Resolve first level Customer complaints safely and effectively
6. Take a lead role, developing expertise in specialist aspect(s) of UniHelp service (e.g. enquiry ticketing and response, coursework submission, training and development needs, queue management, Moodle site development, and projects such as service environment changes, scheduling and resource planning, liaison with Academic Advisors), carrying out tasks in this area to a greater depth and complexity and reviewing associated processes, making recommendations for service improvement
7. Support new members of the UniHelp teams (UniHelpdesk team, Helpdesk team, Reception and Switchboard team) as a designated mentor, assisting and coaching new team members through the induction process and on-going learning and development, particularly in the context of their lead specialist area of expertise
8. Be called upon to liaise with colleagues within and interfacing with the Helpdesk to build relationship, exchange information, share ideas providing support, to teams both inside and outside of the directorate (e.g. the 52 second level professional services) with a view

to sharing best practise, and developing best practice in shared skills and knowledge and establishing the UniHelp reputation

9. Schedule, supervise and attend major student events to maintain a UniHelp presence (e.g. at open days, induction, enrolment, programme registration, and exam invigilation) and develop service rotas, identify staffing resource for specific events occurring at UniHelp and with co-located services
10. Lead on and present staff briefings on a rota basis in such a manner as to review team performance, build team morale and inspire continuous improvement
11. Attend and contribute to service level meetings, with second level services including progression and support/Admissions/Finance in bi-monthly under the instruction of Line Manager
12. Gather and act on student feedback e.g. through front desk survey to ensure that “the voice of the student” is operationally present and influences service development
13. Proactively identify problems and concerns with service delivery that impact on the student experience, identifying route cause, and counter measure and liaising with stakeholders to ensure concerns are fully investigated and resolved within agreed service levels
14. Act as a point of escalation and liaison when required for colleagues in Grade 4 posts in the other co-located professional services in the Library, including library operations, coordinating actions particularly where related to Health and safety and Security concerns
15. Provide supervision to Reception and Switchboard Operators on a rota basis, monitoring the service and scheduling resources to meet demand on an ad hoc basis and support/supervise Library and Learning Support staff as appropriate/required.
16. Ensure all back office administration is completed (e.g. service rotas, complex enquiry investigation and resolution, progression of designated project work) in a timely and accurate manner, in line with local and university procedures and regulation, and meeting KPIs
17. In the lead link role, initiate, build on and maintain liaison with colleagues in interfacing professional services to ensure that the Helpdesk knowledge base and FAQs are updated and accurate
18. In conjunction with Managers, devise systems of collating and analysing appropriate information to inform decision making and service improvement
19. Comply with relevant legislation and University regulation and guidance in the handling of student enquiry and information e.g. Equality, Data Protection and Information Handling, Cause for Concern/Safeguarding etc.
20. To take part in and lead small project group which focus on areas of service improvements and report outcomes to the Management team

Other responsibilities

To undertake any other duties and specific projects as may reasonably be required by the Duty Manager or senior staff.

PERSON SPECIFICATION

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Campus: Hendon
Grade: 5

Education / Experience / Knowledge / Skills / Attributes:

Essential:

1. To have excellent customer service skills across a range of channels and experience with a strong commitment to delivering a user-focussed, professional service
2. To be able to deal sensitively with enquires from a diverse range of individuals, and de-escalate and manage potentially difficult or conflict situations including issues relating to students wellbeing and mental health, calmly and with confidence
3. To have a demonstrable understanding of equality and diversity, and professional conduct and their practical application within a student support environment.
4. To have experience and confidence with a range of IT applications including MS Office and a willingness to develop expertise in the use of technology and other software packages
5. To be a team player with a flexible attitude who works well with, and provides a role model to others
6. To be able to coordinate and motivate colleagues to drive forward agreed service development objectives
7. An understanding of “lean principles” and “continuous improvement” in a service setting
8. To have the ability to work autonomously and on own initiative to resolve a range of complex problems, or achieve service development objectives with demonstrable experience of prioritising and operating to tight deadlines whilst under pressure
9. To be able to use data to identify and analyse service needs and make appropriate recommendations for improvement
10. To have a demonstrable commitment to personal and service development and a willingness to continue to develop in line with the future direction of the role and service
11. To foster a culture of flexible team working and shared accountable decision making
12. To be available to attend the full range of necessary shifts across the UniHelp opening hours

Desirable:

13. To have a customer service qualification
14. Educated to GCSE standard or equivalent

15. To have excellent customer service skills and experience with a strong commitment to delivering a user-focussed, professional service in a Higher Education environment (HE)
16. To have demonstrable knowledge of the lifecycle of a student in HE
17. To have an in depth understanding of the broad range of issues facing an HE student
18. To have qualification, knowledge and/or experience in an area of service development e.g. ticketing system, queue management, visa and immigration, IT skills, training and development, process review etc.

Hours:	35.5 hours per week for 52 weeks per annum; actual daily hours by arrangement. Some flexible working involving weekend or evening work will be required
Leave:	25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.
Flexibility:	Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post holder may be changed after consultation.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus or for a post at Trent Park or Archway which may relocate to Hendon in the future please ensure you can commute without a car.

Information on public transport to Hendon can be found here:
<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan; interest-free motorbike and bicycle loan; free bicycle and motorbike parking and changing facilities.

The post-holder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.

What Happens Next?

If you wish to discuss the job in further detail please contact Alex Sharp on (020) 8411 3405 or by email at a.sharp@mdx.ac.uk. If selected for interview, you will hear directly from someone in the School/Service/Campus, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.