

Job description

Student Services Assistant

Context

Newcastle University London is a new campus in the heart of the City of London which teaches business programmes from foundation to PhD level. Newcastle University London is a collaborative venture with INTO University Partnerships (IUP), an organisation working in partnership with leading British universities to deliver foundation programmes to prepare international students for undergraduate and postgraduate study in the UK, with a clear focus on and commitment to the delivery of the highest quality student experience. A wide range of programmes are taught at the Newcastle University London Campus including postgraduate and undergraduate degrees, degree preparation courses and general English.

Job Purpose

Newcastle University London is looking to appoint a friendly and approachable receptionist/administrator to join the Student Services team at our busy, central London campus. The Student Services Assistant will deliver an outstanding standard of customer service in a student-facing role catering to the needs of the Welcome Desk visitors. Working independently, the post holder will be able to deal calmly and confidently with a range of queries and questions and use practical experience and common sense to problem solve and improve clerical processes and procedures.

The Student Services Assistant will also provide critical administrative support to services, events and initiatives designed to enhance the student experience and work with a high degree of accuracy and attention to detail. Patience, flexibility, common sense and a high standard of IT literacy are qualities we are looking for in prospective candidates. Those interested in the post should also show a keenness to broaden their understanding and experience of working in a diverse, international HE environment. Please refer to the Job Description and associated Person Specification for more information.

Reporting Line

The Student Services Assistant will report directly to the Student Services Manager.

Key Duties

INTO WORLD ADVANTAGE

NEWCASTLE UNIVERSITY LONDON
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LONDON
E1 7EZ

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E newcastlelondon@ncl.ac.uk
W www.ncl.ac.uk/london

- To provide a friendly and polite first point of contact for all students, staff and guests visiting the Welcome Desk and to respond with speed and accuracy to email, phone and in-person enquiries.
- Develop a solid understanding of cross-campus departments and staff functions in order to correctly refer enquiries in a helpful and positive manner.
- Cultivate a tidy and welcoming environment at the main Welcome Desk and maintain the student noticeboard with up-to-date and relevant information.
- Create engaging posters, emails and newsletters to communicate important information and advice to the campus community.
- Allocate student lockers and administer the taking and returning of cash deposits.
- Play a key role during new student induction periods throughout the year and assist in enrolment process (collecting, recording and chasing documents and information from students).
- Maintain accurate student records using the MS Office suite, the CRM system (Salesforce), cloud storage software (Box).
- Create and issue student status letters as required and administer the student Oyster-card application process.
- Undertake a range of clerical tasks including photocopying, scanning, filing and data entry.
- Handle stationery orders.
- Apply sensitivity and discretion when dealing with confidential information and confidently refer more complex issues to specialist staff.
- Show the ability to identify areas for improvement and proactively solve problems using creativity and logic.
- Contribute to a range of work and projects coordinated by the Student Services Department.

Please Note: Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.

Salary

Salary band B £19 067 - £26 348 per annum, inclusive of London Weighting Allowance, dependent on qualifications and experience.

Location

Newcastle University London, Middlesex Street, London. Close to Liverpool Street Station.

The post is based in London, UK. Occasional extra hours may be necessary during busy periods and flexibility is required to meet the demands of the post.

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a Disclosure and Barring Service check (DBS) before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1	A level equivalent education	✓		A
2	Good standard of literacy and numeracy. Grades A-C in English Language and Maths or equivalent	✓		A
EXPERIENCE				
3	Experience of working in a customer facing or reception role	✓		A/I
4	Experience of working in a Higher Education institution – preferably with an international diverse community of students		✓	A / I
5	Experience of implementing successful changes for the purpose of improving work processes and functions	✓		
6	Experience of using varied IT systems including MS Word, Outlook and Excel	✓		A / I

SKILLS & KNOWLEDGE				
7	Ability to prioritize work and multi-task	✓		A / I
8	Excellent oral and written communication skills	✓		A / I
9	Ability to develop and maintain robust local administrative systems	✓		A / I
10	Ability to communicate information effectively – verbally and in writing	✓		A / I
11	Identify areas of remit and refer on to appropriate staff when appropriate	✓		A / I