

**JOB DESCRIPTION**

**Job Title:** Student Hub Telephone Advisor

**Service:** Student and Academic Services

**Grade:**  C

**Campus:** Stratford and Docklands Campus

**Responsible to:** Hub Supervisor, Senior Hub Advisor

**Liaison with:** Students, Specialist Support providers, Schools and Services,

Temporary Staff.

**ABOUT UEL:**

The University of East London has been pioneering futures since 1898: from the 2nd Industrial Revolution through to where we are now, the 4th. We are a careers-led university, dedicated to supporting our students to develop the skills, emotional intelligence and creativity needed to thrive in a constantly changing world.

Vision 2028 has been developed to transform our curriculum, pedagogy, research impact and partnerships to make a positive difference to student, graduate and community success. Our ambitious but achievable goal is to become the leading careers-focused, enterprising university in the UK, one which both prepares our students for the jobs of the future and provides the innovation to drive that future sustainably and inclusively.

**JOB PURPOSE:**

To provide first line support services to students, staff and external agencies via telephone and electronic channels as appropriate, delivering a first-class system of advice, information and customer service whilst ensuring compliance with agreed service levels.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Staff the Hub contact centre and deal with the full range of student queries; diagnosing and resolving those that can be dealt with immediately at first line and effectively diagnosing, explaining and referring students to specialist services where required;
* Ensuring the best possible service is provided to all stakeholders at all times;
* To ensure that customer queries are answered with the aim of a first touch resolution and within our agreed response time/s;
* Interrogate student record and allied IT systems and liaise with colleagues across UEL as required to ensure entitlement and to support diagnosis;
* Based upon a broad and growing understanding of the student lifecycle and the available support services, the rules and the regulations, to diagnose student needs, provide advice and explanation and refer students to the full range of specialist services using agreed protocols;
* Promptly document all queries through the Hub helpdesk CRM system ProRetention;
* Direct and deliver students to relevant drop in services or schedule appointments;
* Contribute to and make use of the service ‘knowledge bank’;
* To administer and validate online applications for the 18+ Oystercard student discount travel scheme;
* Provide students with first level IT support including password resets, e-books, wifi;
* To undertake any such duties commensurate with the grade of the position as may be required by management.

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* Good A-levels (A/C)

**Desirable criteria;**

* A first degree (C/I)
* Recognised customer service qualification (C/I)

**SERVICE DELIVERY:**

**Essential criteria;**

* Ability to work flexible hours (early mornings, late evenings and weekends) and across three campuses as required (A)
* A commitment to delivering outstanding customer service and to proactively explore ways to improve quality of service (A/I)
* Ability to deal calmly with busy and/or pressurised situations (I)
* A strong track record of commitment to equality and diversity in a diverse and multicultural environment (A/I)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Broad and deep knowledge and experience of the student lifecycle, the types of student support needs encountered in the HE environment and the structures, rules, regulations and processes in place that govern provision (A/I)
* Substantial experience of successfully delivering a customer focused (customer support) service to agreed service levels (A/I)
* Relevant experience of customer service delivery in an HE setting (I)

**Desirable criteria;**

* Experience of operating with a Helpdesk query handling IT system (I)
* Experience of using a student record database and associated systems (I)
* Experience working in a Contact Centre setting (I)

**COMMUNICATION:**

**Essential criteria;**

* Excellent customer engagement skills; able to listen and communicate clearly and politely including the ability to negotiate and adjust information to suit the needs of different audiences (A/I)
* Excellent telephone manner and written skills (A/I)

**PLANNING AND ORGANISING:**

**Essential criteria;**

* Good organisational and time management skills and the ability to work independently, as well as proven ability to manage a varied workload and meet deadlines (I/T)

**TEAMWORK AND MOTIVATION:**

**Essential criteria;**

* Experience of being supportive and encouraging of others in a team, actively contributing to the team with a pro-active approach to delivering team results (I)

**SKILLS AND ABILITIES:**

**Essential criteria;**

* Good computer literacy including MS Office (A/I)
* Strong problem-solving skills (I/T)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview

T = Test