

Student Experience and Information Assistant

Faculty:	Faculty of Medicine, Health and Life Science
Job Title:	Student Experience and Information Assistant
Department/Subject:	Faculty wide role
Salary:	Grade 4 £22,681 - £24,553 per annum together with NEST pension benefits
Hours of work:	Full Time. . The post holder will be expected to work flexibly as necessary in order to fulfil the duties and responsibilities of the post.
Contract:	Fixed until 31 st May 2025
Location:	Predominantly based at the St David's Park Campus, Carmarthen however the role holder may occasionally be required to work at the Singleton Park Campus.

Introduction	<p>To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.</p> <p>The creation of three faculties at Swansea University in 2020 was a key platform to drive further success for the university over the next decade. This role represents an exciting opportunity for you to use your skills and experience to make a real difference to the outcomes and success of the faculties in one of our core teams.</p> <p>Swansea University is characterised by the distinct values, culture and behaviours that lie at our core and underpin the key pillars of our university as outlined in the University's vision and purpose.</p> <p>This position will be based in the Education and Student Experience Team. Consistent structures and roles have been created across all three faculties, to aid collaborative working and innovation to enable excellence in outcomes, delivery and support. Colleagues will be assigned to a faculty at appointment however may be asked to work in another faculty or area of the university as and when required to aid organisational resilience and staff development.</p>
Background information	<p>The Student Experience and Information Assistant will work within the Faculty Student Experience and Information Team in partnership with academic staff, to deliver the highest levels of excellence in professional support in the following functions:</p> <ul style="list-style-type: none"> ➤ Student Information and Student Enquiries – this will cover a wide range of topics across all programmes in the Faculty ➤ Student Welfare and Wellbeing Signposting and Triage ➤ Student Communications ➤ Extenuating Circumstances ➤ Enabling Services – supporting students with differing needs including alternative assessment ➤ Student Attendance and Study Engagement ➤ Student Experience to include but not limited to – student representative, student feedback, student events, subject/academic student societies ➤ Student Peer Mentoring and Academic Mentoring <p>The post holder is responsible for ensuring they work in accordance with all University policies and procedures, governance and constitutional frameworks, seeking guidance from team leaders/managers where appropriate.</p>

	<p>The service is both reactive to student queries, and proactive to provide information throughout each academic year. Advice needs to be highly accurate so understanding academic rules, guidance and processes is important. Sensitivity, empathy, understanding of differing student needs and strong communication and interpersonal skills and a clear understanding of professional boundaries are essential for this role.</p> <p>The role may involve gaining/having specialist knowledge of particular programme areas within the Faculty.</p> <p>Student Experience and Information teams will work closely with colleagues in front of house/reception roles and will be expected to work in front facing student offices and receptions as well as providing support and information online, via email and phone/chat.</p> <p>This role will suit applicants who would enjoy carrying out a range of administrative duties and enabling support within the Faculty whilst also working with student representatives, student societies and academic staff to maximise student experience.</p>
<p>Main Purpose of Post</p>	<ol style="list-style-type: none"> 1. Working effectively and collaboratively as part of the wider Education and Student Experience Team with colleagues to enable a high quality service for students and academic staff ensuring smooth operations of all degree programmes within the Faculty. 2. Acting as first point of contact for students and staff, providing a professional and courteous welcome to the Student Information Office. 3. Dealing with all enquiries and requests for assistance or information in an efficient, sensitive and courteous manner, whether they are in person, by telephone or online, ensuring that all contact is both personal and positive. 4. Assisting students who may be in distress or facing difficult and upsetting situations by directing to appropriate colleagues. Maintaining personal resilience whilst doing this and seeking support from line manager and colleagues where needed. 5. Where possible, responding to enquiries at first contact while recognising when to direct more complex matters to the Student Information Officer/Co-ordinator, or other staff. Directing students with a disability to appropriate support, including team colleagues and Faculty Disability Link Tutors. Encouraging students to disclose a disability/medical condition at any point during their academic studies. 6. Assisting students to make applications for extenuating circumstances and advising on processes. 7. Assist the effective operation of the academic mentor scheme in the faculty supporting the allocation of mentors to students and assisting academic staff to ensure effective sessions are run in all programme areas at all levels of study. 8. Assisting with administrative procedures to support all aspects of student experience and engagement, taking responsibility, where required, for working directly with allocated academic areas and gaining a good knowledge of their degree programmes and differing student needs. 9. Assisting colleagues to support students who may have difficulty engaging with studies, and to assist work on engagement and inclusivity for all students. 10. Working in partnership with the Marketing, Recruitment and Internationalisation Team to support open days and other related activity, and to support student experience and engagement events. This may require occasional evening and weekend working. 11. Being responsible for administrative tasks, including but not limited to: <ul style="list-style-type: none"> • Contact point for enquiries from students and staff • Dealing with coursework submissions; • Assisting with Enrolment and Welcome Week; Course changes; Exam preparation; Intranet data entry; module selections; • Room bookings and timetabling queries. 12. Attending, contributing to, and servicing meetings as appropriate.

	<p>13. Responding to enquiries in the team email account.</p> <p>14. Archiving material as required.</p> <p>15. Ensuring all activities are carried out confidentially and diplomatically, demonstrating an awareness of Data Protection Regulations and University policies and procedures in relation to all students and student information.</p> <p>16. Carry out responsibilities relating to the University safeguarding policy, referring to senior staff where needed.</p>
General Duties	<ul style="list-style-type: none"> ➤ To fully engage with the University's Performance Enabling and Welsh language policies ➤ To promote equality and diversity in working practices and to maintain positive working relationships. ➤ To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. ➤ Any other duties as directed by the Faculty Leadership Team or their nominated representative expected within the grade definition. ➤ To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University's Risk Management Policy
Professional Services Values	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p> <p>We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
Person Specification	<p><u>Essential Criteria:</u></p> <p>Values:</p> <ul style="list-style-type: none"> • Demonstrable evidence of taking pride in delivering professional services and solutions • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers • Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience <p>Qualification:</p>

	<ul style="list-style-type: none"> • GCSE minimum required <p>Experience:</p> <ul style="list-style-type: none"> • Experience of working in a role where strong communication skills were required to respond to and liaise with students with differing needs, or clear transferable experience of customer/client interaction and support. • Experience of understanding, interpreting and applying procedures/processes and regulations. • Experience from a role/s which required multi-tasking and a pro-active approach. • Experience of accurate data entry and maintaining information records. <p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Ability to work within and understanding professional boundaries. • Ability to work with students who may be in distress or facing difficult and upsetting situations. Maintaining personal resilience whilst doing this and seeking support from line manager and colleagues where needed. • Excellent oral communication skills to be able to explain rules and regulations clearly. • Exceptional organisational skills to ensure all deadlines are met and that work is effectively prioritised. • Excellent IT skills especially in the use of excel and in using a range of online systems. • The ability to download, format and present information to a high standard. <p>Welsh Language:</p> <p>This role requires Level 1 Welsh Language – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use or learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.</p> <p>For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.</p> <p><u>Desirable Criteria:</u></p> <ul style="list-style-type: none"> • Ability to communicate in Welsh • Qualifications at a professional, further or higher education level.
<p>Additional Information</p>	<p>This job description was created April 2021</p>

