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| Last updated: | May 2021 |

**JOB DESCRIPTION**

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| Post title: | Student Hub Advisor |
| School/Service: | Student Services |
| Faculty: | Professional Services |  |  |
| Career pathway: | MSA | Level: | 2b |
| \*ERE category: | n/a |
| Posts responsible to: | Student Hub Supervisor |
| Posts responsible for: | None |
| Post base: | Office-based (see job hazard analysis) |

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| Job purpose |
| To be responsible for the provision of advice and information on all aspects of customer service via a range of methods and undertake a variety of administrative and support processes, accurately maintaining all associated systems and records. |

| Key accountabilities/primary responsibilities | % Time |
| --- | --- |
|  | Be responsible for delivering a high quality and professional information and advice service, responding to all format of enquiries personally and in group sessions using many mediums, liaising with a specialist service as required | 60 % |
|  | Make accurate and effective use of computerised office systems to create and revise documents, recording all customer interactions and producing routine reports | 10 % |
|  | Manage queries relating to student incidents and emergency situations sensitively, promptly, accurately and effectively eliciting information, following University procedures and treating all queries confidentially. | 10 % |
|  | To handle initial service applications, support form completion and quality checking process for specialist services | 5 % |
|  | Assist with customer complaints, trying to resolve where appropriate, and escalate to supervisor for discussion or advice | 5 % |
|  | Undertake a variety of routine activities, administration processes and project work, developing and maintaining written procedures and standards within the team. | 10% |
|  | Engage in partnership working with all internal departments on all campuses to ensure the highest possible standard of service to all agreed client groups |
|  | The post holder is expected to plan own work activities to contribute to the achievement of departmental objectives and maintain and improve efficiency |
|  | The post holder is expected to undertake any other duties that fall within the scope of the post as allocated by the line manager following consultation with the postholder |

| Internal and external relationships |
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| Internal Student Body Student Services Professional Services Faculties Office of the Vice ChancellorExternal Students’ Union HEI Institutions HEFCE, HESA, UCAS & BIS National Governing/Professional Bodies Employers, Landlords etc Suppliers and Contractors Members of the Public/Community |

| Special Requirements |
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| * Undertake such tasks as are reasonably requested by Student Services Management
* The post holder is expected to work flexibly to provide services to a range of customers.
* The post holder is expected to work flexibly across a 24/7 rota
* Must have a UK passport as role may require issuing and handling of Visas
* Willingness to rotate roles and responsibilities to increase breadth of experience
* Work within the bounds of the University’s Confidentiality Policy and Data Protection Act
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**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Educated to GCSE level or equivalent and relevant demonstrable experienceExperience of working in a high volume, multi- functional service environmentAbility to simultaneously use multiple computer software packages and databases in addition to Microsoft Word, Excel, Access and Outlook.High degree of computer literacy and excellent keyboard skills. | General knowledge of Higher Education EnvironmentExperience of handling money orother financial transactions | Application / InterviewApplicationAssessmentTaskApplication / Interview |
| Planning and organising | Ability to initiate, plan and organise own programmes of work working to deadlines and agreed standardsAbility to plan and co- ordinate departmental and external events deliveryResourcefulness and flexibility in ensuring workloads are delivered within deadlines and to agreed standards. |  | Application / InterviewAssessmentTaskInterview |
| Problem solving and initiative | Proven ability to use initiative and judgement to resolve daily problems independently and through team working.Capacity to contribute to solutions that continuously improve the service deliveredAbility to confidently understand and resolve initial complaints and issues using standard procedures, only escalating where required/appropriate |  | Application / InterviewInterviewInterview |
| Management and teamwork | Ability to work effectively in a team environment and undertake partnership working with peers and stakeholdersAbility to proactively take an allocated responsibility within a team to develop departmental initiatives |  | InterviewInterview |
| Communicating and influencing | Good interpersonal skills, demonstrated across a range of customers with varying requirementsProven written and verbal communication skills, comfortable using a variety of communication technologiesAbility to prepare and present routine written and verbal information to students and staff, including in group environmentsProven ability to respond effectively in a pressurised environment to colleagues, students and other stakeholders |  | Application / InterviewApplication / InterviewInterviewInterview |
| Other skills and behaviours |  | Ability to understand cultural diversityAbility to speak a second language | InterviewApplication |
| Special requirements | Working hours may include rota pattern to cover opening hours, occasional evening and weekend workingWillingness to be rotated to other areas of Student Services as needed, and to broaden depth and knowledge of experienceWillingness to learn and develop knowledgeAbility to work to 100% accuracy for all financial transactions |  | InterviewInterviewInterviewAssessmentTask |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| [x]  Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| [ ]  No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally** (<30% of time) | **Frequently**(30-60% of time) | **Constantly**(> 60% of time) |
| Outside work  |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation  |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** |
| ## Food handling  |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV)  |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)  |  |  |  |
| **PHYSICAL ABILITIES** |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties  |  |  |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff**  | **Behaviour**  |
|   **Personal Leadership**   | I take personal responsibility for my own actions and an active approach towards my  development   |
| I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly   |
| I show pride, passion and enthusiasm for our University community   |
| I demonstrate respect and build trust with an open and honest approach   |
|    |
|     **Working Together**   | I work collaboratively and build productive relationships across our University and beyond   |
| I actively listen to others and communicate clearly and appropriately with everyone   |
| I take an inclusive approach, value the differences that people bring and encourage others  to contribute and flourish   |
| I proactively work through challenge and conflict, considering others’ views to achieve  positive and productive outcomes   |
|    |
|   **Developing Others**   | I help to create an environment that engages and motivates others   |
| I take time to support and enable people to be the best they can   |
| I recognise and value others’ achievements, give praise and celebrate their success   |
| I deliver balanced feedback to enable others to improve their contribution   |
|    |
|     **Delivering Quality**   | I identify opportunities and take action to be simply better   |
| I plan and prioritise efficiently and effectively, taking account of people, processes and  resources   |
| I am accountable, for tackling issues, making difficult decisions and seeing them through  to conclusion   |
| I encourage creativity and innovation to deliver workable solutions   |
|    |
|     **Driving Sustainability**   | I consider the impact on people before taking decisions or actions that may affect them   |
| I embrace, enable and embed change effectively   |
| I regularly take account of external and internal factors, assessing the need to change and  gaining support to move forward   |
| I take time to understand our University vision and direction and communicate this to  others   |