

Job Title: Student Helpdesk Assistant

Unit/School: Student Services

Grade: 3 A/B

HERA: FE19

## Core purpose of role

To deliver a professional, approachable and inclusive student helpdesk service in response to a wide range of non-academic student enquiries.

## Key responsibilities and contributions

- To act as the first point of contact for a wide range of student enquiries.
- To efficiently and effectively resolve enquiries from students, staff, and prospective students, either face-to-face, via e-mail & social media, over the telephone, or via the electronic enquiry system.
- To record all student enquiries, interactions and appointments onto the relevant recording systems'.
- To ensure that the highest standards of service excellence are maintained at all times.
- To work flexibly within a team to provide a respectful, cheerful, welcoming, professional and efficient range of student-centric services, promoting a positive image to stakeholders and all users of the service.
- To accurately process and reconcile card payments.
- To promote the use of self-service student facilities and confidently demonstrate this to students.
- To develop and maintain strong working relationships with colleagues across the university, building a strong reputation of the I-Zone (student helpdesk), and keeping up to date of wider issues and changes.
- To comply with health and safety procedures within the I-Zone (student helpdesk) and to support compliance with relevant corporate policies and legislation.
- To regularly review processes and make recommendations for improvement.
- To work flexibly within the Student Services team to support and contribute towards the overall success of the team.
- To respond positively and flexibly to changing service requirements, and proactively support a culture of continuous improvement, with the objective of constantly improving the student experience.

## Person specification

### Essential qualifications / Professional memberships

- A minimum of 5 GCSE's grade C or above, including English Language and Maths, or equivalent experience.

### Essential experience, knowledge and skills

1. Practical understanding of and commitment to equality and diversity and cultural awareness in the workplace.
2. Excellent interpersonal skills with a friendly and approachable manner, and a strong commitment to delivering the highest standards of customer care.
3. Experience of working in a busy, fast-paced customer-facing role.
4. Ability to work sensitively and confidentially, showing empathy and understanding to individual circumstances.
5. Computer literate and competent in use of full Microsoft office suite.
6. Ability to organise and prioritise workload in order to manage risk and meet required targets and deadlines.
7. A proactive and dedicated approach to work; always looking at the bigger picture with a commitment to supporting the wider team wherever possible.
8. Experience of effective problem and conflict resolution.
9. Experience of maintaining accurate and up-to-date records.
10. Experience of working flexibly within a team.

### Desirable

1. Previous experience of working in a Higher Education institution.
2. An understanding of the Higher Education sector and the types of issues affecting students.
3. Understanding of General Data Protection Regulations compliance.

### Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
<b>A1 – Beginner</b> Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
<b>A2 - Basic user</b> Can deal with simple, straightforward information and communicate in basic Welsh.				
<b>B1 - Intermediate user</b>				



Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
<b>B2 - Upper intermediate user</b> Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
<b>C1 - Fluent user</b> Can communicate fluently in Welsh.				
<b>C2 - Master user</b> Can communicate fluently on complex and specialist matters in Welsh.				

### Disclosure & Barring Service requirements

This post requires an enhanced DBS child barred list check.

### Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.