

# Support Assistant – (Student Role)

**Responsible to:** Student Support Manager

## **Job Context:**

The Support Zone's role is to ensure students have all the support they need to be successful at Surrey during their University life. It will help students and also enable students to help each other. The Student Support zone will ensure there are resources in place to help students, and run campaigns to raise awareness of key support issues

The Support Zone offers free, impartial and confidential advice to students across campus on a range of academic issues. This includes - Academic Appeals, Academic Integrity, Extenuating Circumstances, Disciplinary Proceedings and Complaints against the University. We also offer Housing Advice to students including how to access private housing, council tax, landlord disputes and some legal issues.

We are seeking an advice assistant to join our team to support us through our January exam period (2 – 24 January 2025). You will be able to take part time hours until Christmas holidays, with some remote working, and attend mandatory training in advance of January. You will then be able to work throughout the January examination period. We are looking for someone who will be able to consistently work up to 30 hours per week (Monday to Friday) during the busy examination season. The ideal candidate will not have exams or assessments due during this time, which would require revision time. Please make sure you specify this in your application.

## **Working hours**

Between 2 – 24 January 2025 – staff are required to work up to 30 hours per working week, based in our Students' Union offices on Stag Hill campus.

Leading up to January, and following January exams, 2 – 10 hours per week – Staff are required both in and out of term time (personal holidays and exams will be honoured).

<b>Job Specification</b>
<b>Main duties (Advice service):</b> <ul style="list-style-type: none"><li>• Act as a first point of contact for students seeking academic or housing advice, offering initial information and signposting where necessary.</li><li>• Respond to enquiries received in the Students' Union Advice inbox, where appropriate.</li><li>• Book student's appointments with members of Advice staff. You will be trained to recognise whether an issue presented can be dealt with through information you can provide or if an appointment is necessary.</li></ul>

- Make pre-appointment contact with students, where appropriate, in order to gather further details on their issue to help better prepare them, and the Advice staff, for their appointment.
- Help keep accurate records of student enquiries, and work with the Union's Support Manager to identify key themes and concerns.
- Running physical drop-in sessions for students who need support with Extenuating Circumstances and Academic Appeals
- Interpretation and application of the Universities key regulations, policies, procedures and Codes of Practise, to support student cases.

#### **Main Duties (Support Zone)**

- Provide admin support for the VP Support and Zone, including minute taking for the weekly Support Zone meeting
- Support with writing newsletter articles
- Helping with the organisation and planning of key events and campaigns such as Wellbeing Week and Don't Worry Surrey: Exam Support

#### **Additional duties:**

- Help to keep online resources up to date on the Support Zone pages of the Students' Union website.
- Support students in distress either in the office, phone or email and provide key signposting information

Person Specification	Essential/Desirable
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Must be a current University of Surrey Student at the time you begin the role</li> </ul>	E
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in a customer-facing role</li> <li>• Gathering data and identifying trends</li> <li>• Experience working with vulnerable people</li> </ul>	E D D
<b>Personal specification</b> <ul style="list-style-type: none"> <li>• Reliable and good time keeping skills</li> <li>• Ability to interact sympathetically, empathetically and discreetly with students and staff</li> <li>• Excellent cultural awareness and sensitivity and commitment to equality</li> <li>• Able to deal appropriately with people at all levels</li> <li>• Commitment to continuous quality improvement and the drive to make things happen</li> </ul>	E E E E E D
<b>Skills, abilities and special knowledge</b> <ul style="list-style-type: none"> <li>• Professional integrity – part of your job role involves confidential matters and requires you to quickly earn the trust and confidence of individuals.</li> <li>• Good IT skills</li> <li>• Organisational skills – the ability to plan and prioritise workload.</li> <li>• Exceptional oral and written communication skills – clear, effective personal and written presentation.</li> </ul>	E E E E

<p><b>Additional attributes, attitudes and dispositions</b></p> <ul style="list-style-type: none"> <li>• Motivated and proactive – the ability to maintain an enthusiastic attitude.</li> <li>• Open minded and flexible</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Applicants must be available to work weekdays between 2 – 24 Jan 2025.</li> </ul>	<p>D</p> <p>D</p> <p>E</p>
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