

Job Description

Support Assistant (Support Zone)

Responsible to: Student Support Manager

Key working relationships:

Internal: Support Manager, Course Rep Coordinator, VP Support, Support Zone Committee Members, Support Coordinators

External: OSCAR, Student Services, Faculty Student Services, Assessments.

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.

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.

Working hours

4 hours per week – Staff are required both in and out of term time (personal holidays and exams will be honoured)

Job Specification

Main duties:

- Act as a first point of contact for students seeking academic advice, offering initial information and signposting where necessary.
- Respond to enquiries received in the Students' Union Advice inbox, where appropriate.
- 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.
- 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.

Additional duties:

- Help to keep online resources up to date on the Support Zone pages of the Students' Union website.
- Other administrative duties for the support zone campaigns

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