

JOB DESCRIPTION

Job Title: Student Services Assistant	Grading: Grade
Section: Student Services Centre	
Job Objectives: <ol style="list-style-type: none"> 1. To provide prompt and efficient assistance in accordance with College procedures for the services provided by the Student Services Centre. 2. To provide and maintain a welcoming and supportive service and environment to users of the Student Services Centre. 3. To provide support for the Library service. 4. To undertake any other reasonable duties relating to the position. 	
Reporting to: Student Advice Manager	
Reporting to the position: None	
Interface with: College staff, students and clients; prospective staff, students and clients; staff, students and clients of external agencies	
Approved by:	Date:
Signature of Post Holder:	Date:

Duties and Responsibilities:

1. To provide prompt and efficient assistance in accordance with procedures for the services provided by the Student Services Centre.
 - a) To implement relevant procedures established for the services provided by the Student Services Centre.
 - b) To ensure that all work is produced accurately and timeously in accordance with established procedures.
 - c) To maintain files and records as required by policies and procedures.
 - d) To support the line manager in maintaining a safe working environment and fulfil personal responsibilities with respect to health and safety.
 - e) To receive, process and balance payments as appropriate.
 - f) To undertake all duties with due regard to Health and Safety and undertake responsibilities as defined within the Health and Safety Policy.
 - g) To ensure that all duties are undertaken in accordance with equality and diversity principles.
2. To provide and maintain a welcoming and supportive service and environment to users of the Student Services Centre.
 - a) To provide at all times an efficient and courteous service to users of the Student Services Centre.
 - b) To support the Student Services Desk by dealing with enquiries for information, providing advice and resolving problems at a routine level.
 - c) Referring non-routine enquiries to appropriate staff and maintaining diary appointments as required.
 - d) To contribute to College promotional activities and events.
 - e) To work with minimum supervision and adjust and prioritise workload to ensure a high quality service.
 - f) To provide basic IT support to all users of the Student Services Centre, e.g. accessing Mahara, Blackboard and e-resources.
 - g) To assist all users of the Student Services Centre in using related online systems, e.g. application, enrolment, student support funds.
 - h) To assist the preparations for, and support of, student induction.
3. To provide support for the Library service.
 - a) To provide support to all users of the Library service including circulation of library materials and dealing with routine user enquiries.
 - b) To operate a basic range of functions within the Library Management System.
 - c) To shelve and rearrange Library materials.
 - d) To process inter-library loans and UHI inter-site loan requests.
 - e) To assist with Library stock maintenance.
 - f) To process requests for new stock.
4. To undertake any other reasonable duties relating to the position.