

## JOB DESCRIPTION

<b>Job Title:</b> Firstpoint Adviser	<b>Band 5:</b> £25,138 to £28,759 per annum <i>Opportunity to progress to £30,488</i>
<b>Department:</b> Student Services	
<b>Reporting directly to:</b> Firstpoint Manager	
<p><b>Main Duties*:</b></p> <ol style="list-style-type: none"> <li>1. Provide a welcoming, effective, and efficient service to all users of firstpoint. This includes handling enquiries and service requests received by post, email, telephone and online, as well as those presented in person.</li> <li>2. Work collaboratively and flexibly as a team to ensure that firstpoint is sufficiently and appropriately staffed throughout its opening hours, and for events outside these hours (such as open days or Welcome Weekend).</li> <li>3. Contribute to the planning, organisation and delivery of activities related to pre-entry information, advice and guidance, student recruitment, enrolment, induction, and transition e.g. open days, visit days, Welcome Week etc, participating in activities as required.</li> <li>4. Deputise for the firstpoint Manager when required, taking lead responsibility for all or part of the service in his / her absence as appropriate, and representing the Manager at department- or university-level meetings. Lead meetings or discussions within the firstpoint team as required by the firstpoint Manager.</li> <li>5. Resolve queries to completion where possible, or refer to specialist services where appropriate, ensuring high levels of student satisfaction in respect of the service offered. Provide professional, knowledgeable, and accurate information, advice, and guidance regarding all aspects of student life, student support and the student's relationship with the University, including: <ul style="list-style-type: none"> <li>• Registration and enrolment</li> <li>• University managed accommodation</li> <li>• Financial matters including short term emergency loans</li> <li>• Payment of tuition fees, accommodation charges etc.</li> <li>• Handling cash payments and maintaining appropriate financial records</li> <li>• Complaints, exceptional mitigating circumstances and academic appeals</li> <li>• Official documentation</li> </ul> </li> <li>6. Maintain up-to-date information resources and displays on a variety of issues including, for example, exam stress, housing, and module selection. Liaise with other service areas (such as Counselling and Mental Health and the Students' Union) to co-ordinate campaigns and displays throughout the year, based on the changing needs of the students.</li> <li>7. Make appointment bookings for workshops or one-to-one appointments for support services or specialist staff normally using computerised booking systems.</li> <li>8. Consult and refer specialised queries to other University teams and services, as well as external agencies or services where appropriate, tracking responses to ensure a co-ordinated and streamlined service to students.</li> </ol>	

9. Ensure that public areas are safe and tidy, resources up to date and well presented, and equipment is kept in working order.
10. Prepare information resources and other materials, including displays, for use in firstpoint and across campus, as required, ensuring that information is accurate and of an appropriate standard.
11. Act as lead contact for one or more specific aspects of the work of the firstpoint advice team. Liaise with specialist colleagues in other services, attend relevant meetings on behalf of the team, brief team members on updates and changes, and arrange training as appropriate, to ensure a professional and up to date service is provided at all times.
12. Contribute proactively to developing and maintaining a high-quality service, including any requirement to prepare for quality assurance certification, audit, or other inspection. Take a lead role in preparation of any specific areas of responsibility allocated.
13. Maintain effective and efficient information storage and retrieval systems, keeping these up to date on a regular basis, and contributing to a process of continuous improvement.
14. Carry out all duties having due regard for client confidentiality and privacy, adhering strictly to data protection procedures.
15. Undertake other duties relevant to the role and commensurate with the grade of the post, as required.
16. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.
17. Take steps to ensure and enhance personal health, safety, and well-being and that of other staff and students.
18. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion and takes into account the University's commitment to environmentally sustainable ways of working.

\*The above does not represent an exhaustive list of duties associated with this role.