

## **Advice and Information Coordinator Job Description**

**Salary:** £24,400 (£14,640) pro rata, 21 hours a week, working over 4 or 5 days

**Responsible to:** Advice Manager

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This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

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### **1. Purpose of Post**

To provide a triage and follow up service so that the advisers can focus their time on providing a tailored service to those students who would most benefit from it.

To support the development and maintenance of our resources.

### **2. Main Duties and Responsibilities**

#### **Delivery of the initial point of contact service**

- Process and respond to incoming enquiries via digital contacts, in person and via telephone, following service policies and procedures.
- Through a triage service, assess the needs of student enquirers and identify appropriate next steps, including provision of relevant and accurate information, signposting to our advice online resources or facilitating smooth links into other services as required.
- Assign students to the relevant adviser, ensuring all necessary supporting documentation is present and correct to enable the advisers to maximise the use of their time providing 1:1 advice.
- Ensure that all records of students' enquiries are accurately maintained following service procedures.

#### **Supporting the wider advice service**

- Provide an administrative support service to the wider Advice team, including following up with students where responses or documentation are outstanding.
- Ensure our website, knowledge base and information resources are up to date.
- Contribute to the development and updating of resources and promotion and publicity materials.

**ADVICE AND INFORMATION COORDINATOR  
PERSON SPECIFICATION**

<b>Requirements</b>		<b>Essential Desirable</b>	<b>*A, T, I</b>
<b>1</b>	<b>Qualifications/Training</b>		
1.1	Good general level of education	E	A
1.2	Relevant qualifications or training.	D	A
<b>2</b>	<b>Experience</b>		
2.1	Experience of working in an administrative role supporting a wider team; preferably within an advice/information service or education setting.	E	A/I/T
2.2	Experience of providing initial advice and basic casework to service users and managing own workload.	D	A/I
2.3	Awareness of the issues involved in working in a confidential environment, and the need to maintain professional boundaries.	E	I
2.4	Experience of using trusted sources to carry out research.	D	I/T
2.5	Experience of managing difficult conversations and dealing with conflict or challenging circumstances.	E	I
<b>3</b>	<b>Knowledge, Skills &amp; Attributes</b>		
3.1	Understanding of the current issues affecting students, Students' Unions and Higher Education institutions.	D	I
3.2	Strong administrative skills, with the ability to anticipate needs, juggle multiple demands and effectively prioritise tasks.	E	I/T
3.3	Effective communication skills, both written and verbal, able to explain complex information clearly in writing and in person, and experience of communicating with people at all levels.	E	A/I/T
3.4	Ability to use standard and bespoke IT packages, Internet, E-mail, and other information systems effectively.	E	A/I
3.5	Ability to make professional judgements based on agreed policies and procedures.	E	I
3.6	Self-motivated and innovative with the ability to use own initiative to find solutions.	E	I/T

\* Tested by A - application form, I - interview process, T - skills test / task