Falmouth
Exeter
Plus

JOB DESCRIPTION

Job Title: **Frontline Service Advisor**

Grade: **Grade 3**

Responsible to: **Frontline Service Team Leader**

Job Purpose:

The Frontline Team deliver a friendly, efficient and customer-focussed service, providing a single gateway for students to access information, advice and support on a wide range of student life and learning issues. The services available via the Help Desk include Library & Archive, Accessibility & Inclusive Learning, Living Support, Wellbeing, Multifaith Chaplaincy, Academic Skills, English for Academic Purposes, Room Bookings, Estates Helpdesk and Accommodation Services.

Main Duties and Responsibilities:

Service delivery

1. To support an excellent student experience by providing:
    - first line assistance to students, staff and visitors in person, by telephone or online and responding to a wide range of enquiries relating to the breadth of services provided by Student & Library Services;
    - Pro-active first line information and support for users of the Library, judging when to refer on complex queries to ensure a successful outcome;
    - comprehensive, accurate and consistent first-line information and advice on a wide range of student life and learning issues;
    - first line triage and efficient and professional referrals to specialist staff where relevant;
    - follow up on enquiry progress to ensure resolution of issue(s).

Service development

2. To support the Frontline Service Team Leader in maintaining strong and positive relationships with key stakeholders across the partnership, to ensure the effective discharge of the Help Desk role as a single interface to many student services.
3. To support the Frontline Service Team Leader in developing the service, especially by working with stakeholders to increase the range of enquiry areas which the service is competent and equipped to address.
4. To provide input to the continuous improvement of the service by identifying opportunities for more effective working processes or practices.

Awareness and communications

5. To develop and deliver training and awareness materials to staff and students.
6. To support Student & Library Services awareness raising and communication activities and campaigns.
7. To support the delivery of student facing events, Open Days and activities.

Administrative and other

8. To maintain appropriate and effective records and management information and statistics in relation to the frontline services to help inform the development of the service.
9. To administer bookings of The Exchange pod rooms where required, ensuring transparency and fairness in meeting the expectations of internal and external stakeholders.
10. To maintain a good working knowledge and understanding of policies, issues and legislation related to student services and the operations of the two institutions and Falmouth Exeter Plus.
11. The role will involve working at Falmouth, Penryn and Truro campuses, working 5 days in 7, including evening and weekends without altering the nature or level of responsibility involved.

General Duties

12. Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
13. Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
14. Agree personal and team objectives and work to achieve them, developing both individually and collectively.
15. Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
16. Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.
17. Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

Person Specification:

Post Title: Frontline Service Advisor

Attributes	Essential requirements	Desirable requirements
Education / Qualifications	Degree level education or relevant experience of working in a higher education or support environment at the equivalent level	Customer Services qualification / training (e.g. Customer First)
Experience / Knowledge	Experience of providing effective advice and signposting and referral within a complex organisation. Experience of delivering excellent customer service, having worked in a customer service role. Understanding of the student life cycle and academic and welfare issues affecting students in higher education. Experience of dealing with multiple stakeholders/multi-agency working. Experience of administrative functions and processes, including using Microsoft Office package and office 365. Experience of using a Client Relationship Management systems (CRM) to record customer interactions. Experience of using a Knowledge Base and web solutions to answer customer enquiries.	Experiences of successfully developing and delivering training. Understanding of current legislation and its implications (e.g. Equality Act, Data Protection). Experience of running events and/or campaigns. Experience of using Library Management systems and academic library resources. Experience of using call management systems to answer calls.
Skills / Personal requirements	Dynamic and 'can-do' attitude Commitment to providing an excellent customer experience Approachable, patient and empathetic listener with balanced and sensitive judgement.	Ability to review internal processes and make recommendation for improvements.

	Excellent communication and influencing skills in dealing with a diverse range of people / situations. Excellent team-working skills. Excellent planning and organisation skills. Confidence to work independently and the ability to make decisions with minimal support. Presentable appearance and manner. The ability to stay calm and confident in difficult or pressurised situations. Ability to quickly assimilate complex information. Very good ability to prioritise in the face of conflicting demands. Excellent problem-solving abilities and ability to apply own initiative. A methodical approach; an aptitude for accuracy and attention to detail. Willingness to learn new skills and to be adaptable to change.	