

Job Description

Job title	Student Support Campus Services Officer
Curriculum Area	Student Services
Scale	6
Line manager	Campus Services Manager
Responsible for (direct reports)	N/A
Location	Ruskin College, Oxford
Date of creation or review	08/03/2024

Main purpose of the job

- To provide an effective and customer-focused frontline support service to students, staff, visitors, contractors, and external hire clients.
- To deliver efficient and professional information, advice, and support / referral service to specialist services as necessary.
- To triage student enquiries to Student Service specialists at the University of West London (UWL) to ensure full support is always given to the students including effective booking service for Student Services.
- Contribute towards the provision of an effective, efficient, and professional quality administrative service within the Student Services and the campus, working within the framework of the central department.
- To assist with the production of the Ruskin ID Cards staff and students.
- Liaise with other relevant Professional Services areas within UWL as necessary.
- To support the Campus Services Manager in ensuring smooth and effective running and maintenance of the campus.
- This appointment requires a flexible approach to working hours to provide administrative support to cover the duties of the Student Services which will include working some weekday evenings and weekend cover as and when required.

Key areas of responsibility

To act as the first point of contact for the campus and ensure effective services across the following range of duties and activities:

- Receive visitors, ensuring they sign in at Reception and notify the relevant member of staff.
- Liaise with external clients hiring space and running events on campus to ensure a seamless service is provided.

- Deal with enquiries to the College in person, by e-mail and telephone, answering queries where possible and in all other cases referring the enquirer to the relevant staff member.
- Manage receipt of deliveries, incoming and outgoing post, including liaison with couriers as required.
- Monitor stock levels in stationary store, collate stationary orders from staff members and place stationary orders as required.
- Administer invoices and purchase orders as required by UWL Finance Department.
- Oversee catering provision for external hire and other events on campus.
- Assist where needed with the running of campus events, including basic catering service.
- To be the first point of contact for Student Services, providing excellent customer service to all students, staff and public requiring information, appointments or support from Student Services, handling face to face, email and telephone enquiries and requests in a professional and timely manner.
- To remain up to date, working closely with colleagues across the College, providing accurate and instructive information enabling the effective triage of student enquiries to other aspects of student life including UWL Student Union, Academic Administration, Academic Support Services, Library Services and Finance & Accommodation and Alumni.
- To record and report on contact data via face to face, email, telephone enquiries and requests for Student Service tasks including ID provision including keeping daily statistical data on service usage.
- Maintain the provision of visual advice, information and support around Ruskin including hard copy leaflets and support info, weekly, create visuals and manage e monitors displaying info regarding support provision across the site.
- To plan and prioritise own workload, taking responsibility to ensure deadlines are met and good standards of service are provided.
- To ensure high standards of output, with strict attention to detail and accuracy at all times.
- To work in line with applicable legislation (such as the Equality Act 2010 and GDPR) and University/Student Services policies and procedures.
- To sit in on weekly meetings of the Campus staff, take and distribute approved minutes.
- Provide support to Principal and Deputy Principal when on site, arranging and supporting meetings and other activities.
- Liaise with UWL Property Services Department and cleaning / maintenance contractors regarding upkeep and maintenance of clean and safe campus buildings.
- Oversee access and availability to teaching/meeting rooms and external hire venues.
- Administer telephone calls using the College switchboard system.

In addition to the above areas of responsibility the post holder may be required to undertake any other reasonable duties relating to the broad scope of the position, as directed by the line manager.

Dimensions / background information

Ruskin College is a unique place. Our story began two centuries ago in 1899 and today we have a well-earned reputation as a ground-breaking college, combining life-transforming education with an unerring commitment to social justice and a better world.

Our mission is to provide the best level of education and inclusion opportunities to adults – particularly those who may be excluded or disadvantaged – and to transform the individuals concerned along with the communities, groups, and societies from which they came.

The College has a strong commitment to social justice and the empowerment of individuals and communities.

Ruskin College has a long and illustrious history of teaching and makes a real contribution to the lives of individuals with a background of disadvantage.

Safeguarding Statement

Ruskin College is committed to safeguarding and promoting the welfare of all students and expects all staff to share this commitment.

Data Protection and Confidentiality

All staff are responsible for ensuring that any personal data which they hold is kept securely; personal information is not disclosed either orally or in writing or accidentally or otherwise to any unauthorised third party; and personal data is only used for the purpose for which it is being held.

Equality, Diversity & Inclusion

It is the responsibility of the post holder to promote and recognise the importance of equality, diversity and inclusion in all day-to-day activities and planning and preparation of resources as well as the relationships within all classes must reflect this.

Health and Safety

The post holder will be required to:

- Promote health, safety, and welfare throughout the College.
- Undertake their duties and responsibilities in full accordance with the College's Health & Safety Policy and Procedures.
- Take responsible steps to safeguard their own safety and that of others with whom they work.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Professional knowledge & Experience	Good general level of education	Essential	x		
	Experience of reception work, including use of a switchboard system Experience of working in a customer facing 'front line' service.	Essential	x	x	
	Knowledge and understanding of the Higher Education environment and, in particular, the role of Student Services provision.	Desirable	x		
	Experience of working within a team in a changing environment and frequently under pressure.	Essential			
	Experience of planning and prioritising work. Experience working with software, ideally with the administration of databases.	Essential	x	x	
Skills & Competences	Excellent Customer services skills with proven ability to be helpful, patient and have empathy	Essential	x	x	
	Strong IT skills, especially database administration experience, MS office, in particular excel and an understanding of generic computer systems and email etc.	Essential	x	x	
	Understanding and knowledge of Google Workspace	Desirable	x	x	
	Basic understanding of statutory funding available to students including Student Loans Company, NHS student funding	Desirable			

	and Education & Skills Funding Agency.				
	Understanding of cross-cultural awareness, working with a diverse community	Essential	x	x	
	Knowledge of Data Protection Act and how it relates to safeguarding individuals' personal data.	Essential	x	x	
	Knowledge of Google Workspace	Desirable		x	
	Confident in balancing conflicting workloads and prioritising own workload effectively	Essential	x	x	
	Aptitude to work flexibly and as an effective member of a team.	Essential	x	x	
	Ability to work independently with minimum supervision	Essential	x	x	
	Ability to deal with queries and escalate issues appropriately, respecting confidentiality at all times. Ability to undertake a wide range of clerical, administrative and general duties	Essential Desirable	x x	x x	
	Excellent communication and interpersonal skills	Essential	x	x	
Personal Attributes	Calm and positive attitude towards others Be a person of integrity and initiative, who can plan ahead and work accurately	Essential		x	
Other	Willingness to undertake training as required for the role Flexibility to working some weekday evenings and weekend cover as and when required.	Essential		x	

Disclosure and Barring Scheme Is a DBS Check required:

DBS

This post requires a standard DBS check



Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g., through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.