



# (Internal or Alumni Only) Student Life Assistant

## Job Description

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### POSITION OVERVIEW

<b>Location</b>	London, campus-based (full-time)
<b>Term</b>	Full-time; permanent
<b>Hours</b>	37.5 hours a week (09.00 to 17.30, Monday to Friday)
<b>Salary</b>	Up to £26,000 per annum
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance (33 including Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Start</b>	September 2024
<b>Department</b>	Student Life
<b>Reports to</b>	Student Life Manager

The Student Life Assistant would suit a recent graduate of the University who is looking to work in higher education and gain experience in Student Life operations. As Student Life Assistant you will be based at the main student helpdesk on campus “First Point” and be the first point of contact for student and community queries. Supporting all student communities you will often be the first person students come too to help resolve or direct queries to the relevant resources providing an excellent student experience at all times. Furthermore you will support wider Student Life projects and initiatives.

To be successful in this position the role holder will need to develop a good understanding of all areas of the student lifecycle: including learning resources (university systems and platforms), campus facilities and student activities; university policies and procedures, including avenues for support (such as student support, academic advising, and registry).

The role will work both independently and collaboratively, forming strong working relationships with all departments in the University, and maintaining professional relationships with the student community.

## Duties and Responsibilities

- Provide accurate guidance about key services and signpost to appropriate departments such as Academic Advising, Events, Finance, Registry, Residence Life, Student Life, Student Support and Development, Visa etc.
- Day-to-day management, including sales and stock control, of the University brand merchandise shop.
- Learn and be confident with all aspects of the campus facilities and amenities and the local area, including welfare facilities, teaching, collaboration and event spaces, technology, study spaces etc.
- Basic assistance to students on navigating key online resources, such as VLE, timetabling, WiFi access, Target Connect, attendance technology etc.
- Learn and be confident with university policies and procedures to be able to appropriately signpost students.
- Undertake regular reviews of the First Point queries, taking notice of patterns and proactively making recommendations to relevant departments to address identified gaps in resources or support.
- Actively participate as a member of the wider Student Life team, providing general administrative support as required and assigned.
- Work flexibly within the staff body and contribute towards the overall success of the services provided to students.
- Ensure that the highest standard of service excellence is maintained at all times.
- Support on university events, especially those occurring outside of normal operating hours, including evening and weekend events.

## About the University

Northeastern University is part of Northeastern University's Global Campus Network. Located near the River Thames and Tower Bridge, the vibrant campus provides exceptional facilities for students and staff. The student population is diverse and is made up of 3-year undergraduate students, 1 semester / 2 semester mobility students, Postgraduate students and Apprentice learners. Student Life works with all student cohorts and supports them exploring their interests and other cultures through clubs and societies as well as events run by the department.

### Person Specification Criteria (Essential / Desirable)

- Educated to degree level, or can demonstrate equivalent experience suitable to this role [E]
- Experience in a student services role in an educational setting [D]
- Experience in a customer service role [E]
- Experience of student activities and events [E]
- Excellent interpersonal and communications skills [E]
- Able to work collaboratively and effectively in a team environment [E]
- A professional, positive and welcoming demeanour [E]
- Ability to deal calmly and effectively with individuals and enquiries [E]
- Ability to build and maintain strong professional relationships [E]
- Excellent organisation skills, keen attention to detail and ability to manage and prioritise a diverse workload [E]

### Application Process

Applications should be made via [this link](#) by 23:59 on 31 July 2024. Please reference your application **SLA0724**. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone.

Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. This role is not eligible for visa sponsorship.