

## JOB DESCRIPTION

<b>JOB TITLE</b>	Information Centre Officer
<b>REPORTING LINE</b>	Head of iCentre
<b>KEY INTERNAL CONTACTS</b>	<ul style="list-style-type: none"> <li>• Students</li> <li>• All faculty members</li> </ul>
<b>KEY EXTERNAL CONTACTS</b>	
<b>OVERALL JOB PURPOSE</b>	<ul style="list-style-type: none"> <li>• To provide support to students.</li> <li>• To deal with students in a professional and efficient manner.</li> <li>• To be the “Face of ARUL” and present a positive image.</li> <li>• To uphold and provide positive customer service to students through all means of communication.</li> </ul>
<b>KEY RESPONSIBILITIES</b>	<p><b>STUDENT SERVICES</b></p> <ul style="list-style-type: none"> <li>• Providing general help to students.</li> <li>• Supporting and signposting students including those who have various barriers to education</li> <li>• Working in accordance with the university’s academic regulations, policies and internal processes and be able to communicate these to students where necessary.</li> <li>• Supporting and referring students via live chat</li> <li>• Answering the telephone and directing the calls to the relevant department or individual.</li> <li>• Guiding students to the right departments depending on their queries.</li> <li>• Ensuring that change of address and letter requests from ‘VLE’ are processed appropriately within agreed guidelines and deadlines.</li> <li>• Liaising with students to inform them of important information regarding their studies.</li> <li>• Taking payments and ensuring that the payments are credited to the correct student account.</li> <li>• Issuing students with statements of account.</li> <li>• Being familiar with the Oyster Card process and be able to give advice to students.</li> <li>• Issuing transcripts and certificates</li> <li>• Issuing and deactivating temporary ARUL ID cards.</li> <li>• Issuing ARUL cards to new and existing students.</li> <li>• Assisting in the Right to Study Process and liaising with the compliance team at ARU where necessary.</li> <li>• To support students with technical challenges.</li> <li>• To assist students with travel bursary enquiries</li> <li>• To support students with attendance enquiries and action enquiries whilst maintaining processes</li> </ul>

	<p><b>ANGLIA RUSKIN UNIVERSITY</b></p> <ul style="list-style-type: none"> <li>To provide support to the respective offices in regards to administrative matters.</li> </ul> <p><b>GENERAL</b></p> <ul style="list-style-type: none"> <li>Updating student's details on the system.</li> <li>Filing documents.</li> <li>Such other duties temporarily or on a continuing basis, as may reasonably be required.</li> </ul>
<b>KPIs</b>	<ul style="list-style-type: none"> <li>Student Feedback</li> <li>Administrative concerns</li> <li>Department Metrics</li> </ul>
<b>EXPERIENCE REQUIREMENTS</b>	<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>Previous experience in an administrative role.</li> </ul> <p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>Experience in a Customer Service role.</li> </ul>
<b>KNOWLEDGE/SKILLS</b>	<ul style="list-style-type: none"> <li>Excellent organisation skills.</li> <li>Strong customer service skills.</li> <li>Ability to manage difficult situations through to a positive conclusion.</li> <li>Consistent attention to detail.</li> <li>Good oral communication skills.</li> <li>IT literate with a sound knowledge of Microsoft Office.</li> <li>Ability to meet deadlines and react positively to pressure.</li> </ul>
<b>PERSONAL CHARACTERISTICS</b>	<ul style="list-style-type: none"> <li>Tenacity to ensure that all enquiries are dealt with through to conclusion.</li> <li>Excellent interpersonal skills.</li> <li>A pro-active and positive approach.</li> <li>A friendly and engaging manner.</li> <li>To be flexible in working environment</li> <li>To be a team player.</li> </ul>