

SECTION A: THE ROLE	
Job Title:	Campus Assistant
Department/Service:	Information Services
Job Grade:	Grade 04
Job Family:	Services
Job Location:	London Campus
Responsible To:	Campus Manager
Responsible For:	N/A
Role Purpose:	
<p>To be a first point of contact at the campus, providing reception and library services as well as information, advice, guidance and signposting to other services to enable students, staff and visitors to make full use of the University resources, expertise, services and facilities. You will deal with routine and non-standard enquiries, in person, by telephone and by email. A flexible approach and the ability to prioritise tasks is required.</p>	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	Provide efficient and effective frontline services and excellent standards of customer care with the ability to work independently as well as within a team, liaising with colleagues from other teams and campuses as required.
2.	Use initiative to provide an appropriate level of customer service, responding to a range of library and student services enquiries, referring as necessary to a range of colleagues, using corporate IT systems and ensuring that work conforms to agreed quality standards, procedures and policies.
3.	Contribute to and help run administrative systems and procedures to ensure the efficiency and effectiveness of the service for students, staff and visitors.
4.	Be alert to any difficulties, incidents or accidents and report them as appropriate, liaising with the security team and Campus Manager as required.
5.	Support other service areas according to service remit, eg: events, open days, applicant visit days.
6.	To provide advice, support, signposting, lending services and basic IT support to users to enable them to make full use of resources, services and facilities.

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Criteria for Grade 4 Role Title: Campus Assistant	Essential/ Desirable	To be identified by:
Qualifications Education to QCF Level 2 (GCSE Grade C or above, or equivalent) standard in English and Mathematics.	Essential	Application Form
Experience Previous experience in a similar role.	Essential	Application Form/Interview
Knowledge, skills and abilities Experience-based knowledge to plan and execute a range of activities based on a general brief (including non-routine duties) without constant guidance, and able to exercise initiative to develop appropriate solutions to work issues within agreed policies and procedures. Broad understanding of library systems, procedures, regulations and standards to carry out responsibilities effectively; e.g. understanding relevant Health and Safety regulations, policies and procedures. IT literacy and/or ability to use computer package(s) relevant to the area of work (e.g. running straightforward reports, creating documents, spreadsheets). Keyboard skills, high attention to detail, and accuracy of inputting information. Professional approach to work and colleagues, ability to work independently, using initiative to find appropriate solutions to some non-standard/non-identical work issues independently, referring more complex issues to, and seeking advice from, line management. Skills to provide customer service to both routine and non-identical queries and the ability to be tactful and diplomatic when required, as a front-line service provider, to deal with sensitive situations. Effective organisational and oral communication and ability to work with speed and accuracy, managing competing demands and meeting deadlines.	Essential Desirable Essential Essential Essential Essential	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
Other Commitment to the Strategic Plan of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.	Essential	Interview