



# Job Description:

## Information Support Officer



**Information Support Officer**  
**REF: I&A002-699**

**The role:**

This post will be based on a rota basis in the student and visitor reception. They will be the main person who meets and greets students and visitors. They are a secondary line support to answering all course enquiry calls and answering guidance email enquiries. This student reception will support students who require support for student finance (issuing travel passes, supporting with PMS login queries), replacement ID badges, referrals to other areas etc.

This post will also provide the wider support to the department in administrative duties needed, specialist reprographics work, admissions, reports to student and parents, letters re progress and attendance, invitations to students to events etc.

The post holder may be required to work across both College sites.

**Responsible to:**

The postholder is responsible to the Head of Student Services; on a day-to-day basis they will be co-ordinated by the Information Co-ordinator.

**Key Accountabilities and Responsibilities:**

- To provide information, advice and signposting services to enquiries within the Visitor Reception and Student Hub
- Acknowledge all customer contact quickly and efficiently, engaging with customers in a way that is appropriate and relevant to their needs
- Handle all enquiries including those via telephone and online services, taking and forwarding messages as required
- To maintain accurate records of visitors to the College in line with procedures
- To be vigilant at all times with respect to security of the College premises
- To guide or assist members of staff and the public with any reasonable request
- To carry out copying and printing work as required, providing a high quality service at all times
- To possess a working knowledge of College Copyright Regulations and create an awareness amongst College staff of their responsibilities in this respect
- To assist with the maintenance and efficiency of reprographic devices by dealing with paper jams, faults, ensuring consumables are changed as necessary and reporting machine faults

- To assist in ensuring all outgoing mail is franked/stamped as necessary and that certificates of posting/recorded delivery etc. are completed accurately
- To sort and distribute incoming post/documents (both external and internal)
- To contribute to cross College development activities, under the direction of the Head of Student Services, including:
  - Enrolment
  - Admissions
  - College based promotional events
  - Off-site promotional events
- To undertake any other duties commensurate with the post which may, from time to time be required

The above duties are indicative of the requirements of the post at the time of recruitment. It is management policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate. Staff may be asked to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which the College operates.

### The Person:

The successful candidate will be the one whose professional and personal qualities correlate most closely with the following profile:

Qualifications and Attainments	Essential/ Desirable	Method of Assessment
Level 2 in English/Literacy (or willingness to undertake training and qualification as directed by the line manager)	E	A
Level 2 in Maths/Numeracy (or willingness to undertake training and qualification as directed by the line manager)	E	A

Experience		
Delivery of information, advice and signposting services	E	I
Experience in working with reprographic devices	D	A

Knowledge, Skills and Attributes		
Good interpersonal/communication skills	E	A
Ability to work within teams	E	I
Strong customer focus	E	A
Ability to work quickly and accurately	E	I
Knowledge, Skills and Attributes		
Ability to accurately absorb new information quickly	E	I
Proven ability to use Microsoft Office suite	E	A/S

Understanding of FE/HE sectors and information and the type of information and advice students require	D	A
Understanding of the General Data Protection Regulations	D	A
Awareness of safeguarding	D	A/I
Ability to engage with customers in a way that is appropriate to their needs	E	A
Approachable, flexible and open to change	D	A
Ability to multi task in a pressured environment and perform consistently and professionally	D	A
To work in accordance with and promote the College's Staff Charter, "Our Values"	E	I
Be prepared to undertake staff development	E	I
Willingness to commit to adhering to college policies and procedures with regards to Safeguarding, Prevent, Equality & Diversity, Health & Safety etc.	E	I

Method of Assessment: A – Application, I – Interview, AS – Assessment

#### Salary:

£22,497.00 to £23,382.00 per annum

#### Summary of Terms and Conditions of Employment:

There will be an annualised working year of 1,584 hours. The weekly pattern of hours to be worked are commensurate with the needs of the College.

The postholder will be entitled to receive normal remuneration for all Bank and Public Holidays usually observed in England and Wales and to a further 39 days holiday in each holiday year (1 September - 31 August). The College may also close for a number of days in the interest of efficiency. If this occurs the taking of annual leave will be directed by the Corporation up to a maximum of 9 days.

Evening and/or early morning duty may be necessary during August, September and January for enrolment/examination registration and general enquiries. Annual leave may not be taken from 20 August until the 2<sup>nd</sup> week in September.

The postholder will be eligible to contribute automatically to the Merseyside Pension Fund (subject to qualifying conditions). Details of the scheme in operation can be found in the vacancies area of the College's website.

During their employment with the College the postholder will be expected to conduct themselves in a manner appropriate to the professional image of the College. The postholder will be expected to provide a prompt and efficient service and to maintain appropriate standards of personal appearance at all times.

A disclosure from the Disclosure and Barring Service (DBS) will be requested in the event of a successful application to this post.



All applications for disclosures are dealt with in accordance with the DBS's Code of Practice and the College's Policies on The Recruitment of Ex-Offenders and on The Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information. Copies of the Code of Practice are available from the Human Resources Department on request. Copies of the policies are available on the College's website on [www.southport.ac.uk](http://www.southport.ac.uk) and the College's Intranet.

Southport College is committed to safeguarding and promoting the welfare of children and young people. Copies of the College's Child Protection and Vulnerable Adults Policy and Procedures are available on the College's website on [www.southport.ac.uk](http://www.southport.ac.uk) and the College's Intranet.

**Timetable for Appointment:**

**Deadline for receipt of applications: Friday 16<sup>th</sup> August 2024 (10:00am)**

**Interviews will be held:** within one month of closing date

**Application Procedure:**

An application form should be completed and supported by a letter of application, which succinctly but comprehensively identifies your reasons for applying and how your career to date may have equipped you for the post.

Completed applications should be returned via email to [personnel@southport.ac.uk](mailto:personnel@southport.ac.uk)

Upon receipt of your emailed application form, we will acknowledge your application via return email. If you haven't received a confirmation email prior to the closing date for the vacancy, please check your 'spam' or 'junk mail' folder. If the email is in this folder, please mark it as 'not spam/junk'. This should ensure that any further emails we send to you are not missed.

In the interests of economy, you will not hear from us again unless you are shortlisted. Your interest in the post is greatly appreciated.

