

# CANDIDATE PACK

## Student Centre Customer Service Assistant

Student and Academic Services

UNIVERSITY OF  
WESTMINSTER 



# OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



# OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

## WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

## INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

## SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



# OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

## EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

## RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

## EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

## GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



# OUR STRUCTURE

## ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

### Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

### Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

### Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

## PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



# JOB DESCRIPTION

**Job Title: Student Centre Customer Service Assistant**

**Reports to: Customer Experience Manager**

**Department: Library & Archive Services**

**Grade: NG3**

## ROLE PURPOSE

To support the Customer Experience Manager Customer Service Supervisor in the provision of an effective and customer-oriented service to colleagues and students.

The Library and Archives Service operates in four locations with two groups in the West End and one at Harrow. All SAS appointments are made on the understanding that colleagues will work at any of the service points should the need arise. The nature of this post means that the post holder will be expected to make regular visits to all Student Centres.

The Student Centre operates both online and in person. Most of a Customer Service Assistant's time will be office based, responding to queries online and/or engaging with the live-chat service. The offices at all three sites are located within or close to the physical Student Centre/Library space.

Customer Service Team members can be scheduled for work at any Student Centre over a seven day week (e.g. including Saturday and Sunday) between the hours of 8:30am and 8:00pm. No premium rates, additional remuneration or time off in lieu is made to colleagues required to work on Saturdays or Sundays as part of their normal core of hours. Details will be agreed prior to contract issue.

## PRINCIPAL ACCOUNTABILITIES

- As the first point of contact, provide an excellent University student and colleague experience within the Student Centre at various service points in person and online.
- Strive to resolve queries at the first point of contact or refer to other departments when appropriate.
- Support the team in achieving key service level agreements with regards to engagement with customers and responding to enquiries.
- Actively deal with customer complaints and escalate to a supervisor and/or manager when appropriate.
- Actively support customers with learning and healthcare needs, signposting when appropriate.
- Actively seek out information and build up an understanding and knowledge of Student and Academic Services.



- Under the supervision of a Customer Service Supervisor or the post's line manager, carry out workflows and procedures that ensure the Student Centre and Library provides a high quality and consistent service to students, colleagues and visitors including the monitoring and handling of behavioral issues.
- Take an active role in teams, working groups and projects running both within the Customer Service Team, across the Library and in Student and Academic Services. This includes participation in meetings, activities and work to support these groups.
- Carry out tasks and provide information to support the work of other related teams including Academic Engagement and Learning Development, Content and Digital Services, Student Centre partners and Customer Service colleagues at other locations.
- Undertake tasks and maintain responsibility for the Student Centre and Library spaces. This includes an awareness of Health and Safety issues, such as manual handling and reporting functions.
- Undertake any other duties as appropriate within their competence as required by the Customer Experience Manager and Customer Service Supervisor.

## CONTEXT

Student and Academic Services (SAS) provides professional, efficient, effective and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students, colleagues and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organised into six clusters:

- Business Operations
- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archives Service
- Research and Knowledge Exchange Office
- Student Support and Residential Life

The Library and Archives Service comprises around 50 people, working in the following teams:

- Academic Engagement and Learning Development
- Content and Digital Services
- Student Centre Customer Service
- Development and Planning
- Library Operations and Services
- University Records and Archives

The post holder is part of a Customer Service team (c.30 people) who deliver high quality customer support across the student centres. They will be actively involved in helping students





engaged in studying a wide variety of subject areas from short courses to PhD level.

Student Centre Customer Service Assistants are expected to work as a team to deliver effective, customer focused, and consistent services. Each member of the team is normally given responsibility for particular areas, although they will be expected to share workloads during colleague absence.

These particular responsibilities may change over time, and in line with priority activities identified by the Customer Experience Manager and Customer Experience Supervisor.

SAS is committed to developing the skills and capabilities of its colleagues through a proactive programme of staff development. The post holder will be expected to engage in personal development and to be a role model to all members of the team.

The University requires all post holders to have an understanding of individual health and safety responsibilities.



# PERSON SPECIFICATION

## QUALIFICATIONS

### Essential

- Educated to at least GCSE level (or equivalent) in English and Maths.
- Demonstrable experience and relevant skills acceptable in place of formal qualifications.

## TRAINING AND EXPERIENCE

### Essential

- Experienced and accomplished in customer service.
- Experience in administration tasks, such as handling data, project support, scheduling meetings and minute taking.

### Desirable

- Experience of working in a library or student support role.

## APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

### Essential

- Excellent customer service skills.
- Strong verbal and written communication skills.
- Ability to be an active and effective team member.
- Accuracy and attention to detail.
- The ability to prioritise tasks and solve problems.
- Confident in making decisions based on experience and knowledge of procedures.
- Good organisation skills and the ability to maintain a consistently high standard whilst meeting agreed deadlines.
- A good spread of relevant IT skills and knowledge.
- Flexibility and a willingness to undertake a variety of tasks.
- Flexibility to work out of hours on occasion to meet user or service expectations.
- A curiosity and willingness to learn and develop.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



# HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

## Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

**The deadline for receipt of applications is midnight on 20 October 2024.**

**Interviews will take place on week commencing 28<sup>th</sup> October 2024.**

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

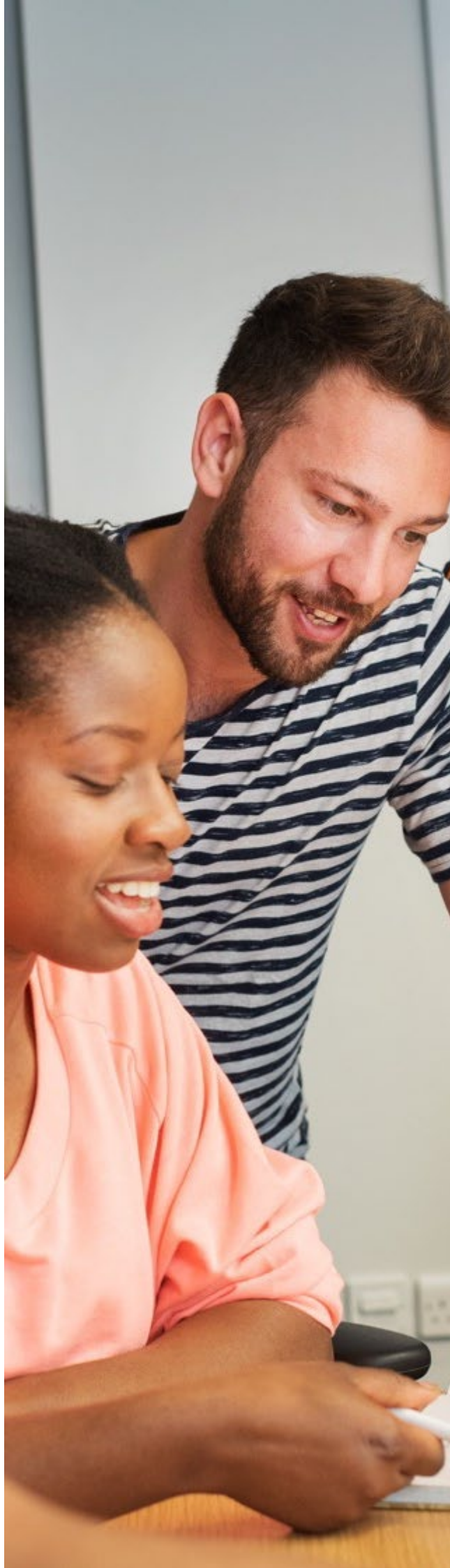
*The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.*



# OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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