**Helpdesk Assistant**

**Responsible to: Central Services Manager**

**Hours: 23.5 hours per week (part-time)**

**Location: Central London**

**JOB PURPOSE**

1. To be the first point of contact for the Students’ Union reception and provide information and signposting to students and visitors
2. To provide administrative and operational support as directed by the Central Services Manager, which will include email and calendar management, recruitment, health and safety and organisational wide communications, projects and events
3. To coordinate the advice team walk-in clinic

**KEY RESPONSIBILITIES**

1. To be the first point of contact for the Students’ Union reception and provide information and signposting to students and visitors

* Maintain a professional and courteous service at the reception.
* Screening and transferring calls
* To ensure the diary of the SU inbox is managed efficiently.
* Coordinate event bookings in the SU meeting room and maintain a clear and accessible meeting room digital calendar.
* To administer the Union’s generic inboxes and reply to all office enquiries through the main desk via email, phone, website tools, written and face-to-face in a timely manner
* Maintain systems of working to ensure effective monitoring of front desk services to enable further development of Students’ Union activities.
* To coordinate the TFL process for LSE students’ oyster card applications, liaising with the relevant personnel from the University.
* Retrieve messages from the answer machine and distribute as appropriate.
* Responsible for the upkeep of the reception area ensuring it is professional and presentable at all times.
* Assist with the setting up and administration of meeting rooms.
* Sort and distribute as necessary post and deliveries to the SU.
* To liaise with University reception staff as necessary i.e. visitors and events.

1. To provide administrative and operational support as directed by the Central Services Manager

* Undertake administrative support for internal communications by coordinating the staff newsletters, circulating updated staff email contact lists and updating organisational information documents
* Undertake administrative and operational support activities for Central Services which could include recruitment, induction, health and safety and training, examples given below:
* To administer recruitment processes including uploading job adverts, receiving and filing applications and arranging interviews
* To coordinate interview schedules including producing interview packs and greeting candidates on interview days
* To contribute to the execution of a robust near miss, incident and accident reporting process
* Carryout termly Health and Safety office checks reporting potential risks and issues to relevant personnel
* To assist with Union wide events and meetings as directed by Central Services Manager
* Coordinate and manage calendars, rooms and mail boxes specifically, but could include others: SU inbox, jobs inbox and Advice Pro
* Keep office kitchen and storage area clean and tidy at all times
* Coordinate stationery stock and other supplies as directed
* Liaise with Estates and Facilities teams for the processing of staff ID cards and key resources for admin inductions

1. To coordinate the advice team walk-in clinic

* Assist student enquiries for advice drop in slots ensuring there is availability and relevant sign posting at point of enquiry has been taken into account.

**GENERAL DUTIES**

In addition, all staff have the following general duties laid out in their job descriptions:

* To deliver and develop targets outlined in the Union’s strategic plan.
* To contribute and assist in the Union’s planning processes and the review of its performance and systems.
* Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
* To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
* To undertake your own typing, filing, photocopying etc.
* Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.
* A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Fresher’s and welcome festivals and any other key event, including elections, if necessary. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
* Where you are required to work with volunteers you must support and manage them appropriately in line with the Students’ Union volunteer policy
* Environmental consideration and environmental best practice is the responsibility of all Students’ Union staff
* Any other tasks that would be deemed suitable within this role as directed by line manager