**UNIVERSITY OF EAST LONDON STUDENTS’ UNION**

**JOB PROFILE**

**Job Description**

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| **Job Title:** | **Technical Team Assistants** | **Reports to:** | Office Manager |
| **Band** | - | **Hours:** | 2 hours per day |
| **Salary Range:** | London Living Wage | **Salary:** | £9.75 + holiday pay |
| **Department:** | Operations Department  University of East London Students’ Union | | |
| **Direct Reports:** | None | | |

**Responsible to: Office Manager**

**Responsible for: none**

**Job Purpose**

To provide high quality professional technical and administrative support to students of the University of East London. To act as a point of contact for students and others who wish to have technical support for applications used by the University on the phones, tablets and laptops. To ensure that enquiries from students are efficiently and courteously handled to the mutual satisfaction of all, portraying the Union with the highest possible professional standard.

The role will require you to work at least one shift Monday – Friday with some opportunities given to do additional weekend work during Open days

**Principal Accountabilities**

* To assist students with technical and IT issues on applications used during their course of study.
* Work with student’s to identify IT problems and advised on the solution
* Ensure all enquires are responded to or forwarded to the relevant person in a timely manner.
* Provide administrative support when requested to all Union departments and service areas.
* Signpost visitors to the relevant departments or persons within the Union and/or the University
* Assist the Union with their IT requirement needs (dependant on technical knowledge) ensuring that software and equipment is up to date and reporting any faults.
* Maintain a clean, tidy and professional environment within the HUB areas.

**General Responsibilities**

* Maintain high standard of professionalism, confidentiality and respect for every student and staff.
* Adhere to all relevant UELSU policies and procedures.
* Liaise with all relevant Union and University staff and departments.
* Undertake any other duties within the remit of the role.
* To provide operational cover for colleagues if and when required.

**Context**

This post is designed to offer an additional technical support service to our membership. The post holder will be expected to create an environment which promotes a culture of excellence in customer service, where customer needs and expectations are identified, measured and met or exceeded at all times.

Hours of work will also vary depending on operational requirements and periods of peak activity. Staff are expected to portray a positive image of the Students’ Union at all times, both internally and externally by displaying high standards of service, integrity, punctuality, politeness and professionalism.

The post holder will need to be pro-active, flexible and have an ability to prioritise a varied and demanding portfolio of work.

**Person Specification** (education, training, work qualifications and method of assessment)

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **EVIDENCE** |
| --- | --- | --- | --- |
| **Education** | Must be a current UEL Student |  | Production of appropriate Student ID |
|  | Good GCSE grades in English, Maths and IT or Science. |  | Application form |
| **Knowledge** | Proficient in the use of Microsoft office packages |  | Application form/Interview |
|  | Understanding of the software and equipment used by students | Up-to-date technical knowledge |
|  |  | Understanding of what a Students’ Union does |
| **Experience** | Working in a customer service environment |  |
|  | Working as part of a team |  |
| **Abilities** | Be an effective communicator, have an understanding of the principles of excellent communication and able to adapt both style and approach. |  |
|  | A willing team player who joins in when directed, understands how to contribute and can be counted on to do their bit. |  |
|  |  | Able to deal with difficult situations and find a mutually satisfactory outcome for both parties |
|  | Able to build rapport easily with others and to make themselves approachable. |  |
|  |  | An ability to assess each Student’s IT knowledge levels |