**Job Title**  Student UnionHelpdesk Supervisor

**Reporting to** HR & Facilities Coordinator

**Responsible for** Student UnionHelpdesk Assistants ( x 2)

**Place of Work** Term Time - Campus based at Student Centre York.

Out of Term Time - Remote/flexible working arrangements available upon request

**Salary** £ 10,881 per annum ( 0.64 FTE)

**Hours**  22.5 contracted hours per week - ( 4.5 hours per day Monday to Friday 10.00am -2.30pm daily during Term Time. Flexible working arrangement available out of Term Time)



# Job Overview

At York University Student Union we are all about ‘Building Power’ and ‘Creating Connection’ with the students at York. Our Helpdesk Team is pivotal to the success of our mission to help all students reach their full potential and make the world a better place.

As The Helpdesk Supervisor you will help to promote the Helpdesk - a place where students come to connect with each other, SU staff and our campaigns.

You will oversee the Helpdesk Team who may be the first Student Union staff members that our students meet and so it is essential that you and your Team are warm, approachable and committed to making a good impression.

In this student centred role you will be responsible for helping your team to showcase all we have to offer at YUSU. You will empower your Team to provide students with the knowledge to navigate the student union effectively and make the most of all the exciting opportunities available to them. Your infectious enthusiasm, approachable nature and knowledge of our services will give you and your Team the ability to confidently signpost students to access the right services, information and support for their needs. As the eyes and ears of YUSU you and your Team will identify students' needs and priorities and regularly feed this information back to SU staff so we are continually evolving to keep pace with the students we serve..



# Operational Management

* To lead the Helpdesk team in the delivery of an excellent customer experience
* To build a positive working relationship with Sabbatical Officers and staff, as well as external stakeholders.
* To ensure that the Helpdesk provides diary coordination and administrative support to Sabbatical Officers and staff in an efficient and timely fashion.
* To be proactive and enthusiastic in undertaking projects, and solving problems where necessary.
* Supervise and coordinate the team to ensure compliance and KPI targets are met.
* Ensure that all team members take ownership of their tasks and areas of responsibility, chasing all jobs raised by the customer to completion.
* Ensure the sharing out and timely completion of tasks within the team.
* Effectively supervise call flows, resources, reporting systems and processes ensuring all documentation and procedures are kept up to date.
* Monitoring KPIs and reporting findings to the HR & Facilities Coordinator.
* Making sure SLA’s are achieved for handling enquiries via Jira and Emails and taking any action required to improve standards of performance.
* Developing creative and innovative ways in which the Helpdesk can drive customer satisfaction and promote YUSU and all its activities.
* Designing and implementing efficient and streamlined processes to provide key Helpdesk services.
* Providing Governance Administration Support ( where necessary) to the Trustee Board and its Committees.

# Staffing

* Devising the weekly Helpdesk rota to manage sick leave and coordinate shift swaps where necessary.
* Lead and Develop the team of Helpdesk Assistants.
* Provide training and support for the team of Helpdesk Assistants

# Key Tasks

* + Ensuring that the team complete their daily and weekly tasks e.g. Your Space checks
  + Monitoring the team's outputs on the tasks set.
  + Running meeting and delegating tasks to the Helpdesk team
  + Review, motivate and manage performance of the team
  + To provide support to the officer team in managing tasks and diaries.
  + To regularly liaise with Students, Sabbatical Officers, members of permanent and student staff, members of Societies, clubs and JCRC’s, members of the Graduate Students’ Association.
  + Searching for quotes as requested to ensure YUSU is getting value for money.
  + To make travel and transport bookings for Sabbatical officers, staff and YUSU representatives, taking advantage of any discounts available.
  + To proactively seek out information and ensure relevant information is shared throughout the team.
  + To provide signposting information to students and visitors, where appropriate and ensure these are communicated throughout the team.
  + To administer the society’s accounts, inducting and enabling clubs and societies to use ‘Plan On’ and to organise room bookings and report faults themselves.
  + To provide a confidential and empathetic triage function to students seeking welfare support from our Advice and Support Service.
  + To build good working relations and liaise with external companies with regards to ordering.
  + Dealing with telephone enquiries and personal callers in a professional and courteous manner.
  + Management of enquiries received via Jira System.
  + Taking responsibility for the organisation's incoming and outgoing post, scanning and enquiry emails.
  + Maintain efficient parcel storage for societies and clubs.
  + Keep appropriate records where necessary, including confidential data.
  + Carry out basic administrative tasks, typing, word processing and updating spreadsheets daily.
  + Signposting to students to relevant YUSU and University Services.
  + Providing administrative support to the Union staff and officers, e.g. preparing meeting packs.To be familiar with the YUSU and University websites to find information to deal with requests quickly.
  + To provide diary support and coordination to Sabbatical Officers and staff.
  + Book rooms across campus for clubs, societies and YUSU staff as requested.
  + Managing the Union’s bookable spaces, supervising use and ensuring set-up.
  + Ensure adequate supplies of stationery are available for staff. Conduct monthly stationery stock counts
  + Regularly check and update the help desk procedures manual.

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# General Notes

* The principal roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
* Staff are required to have a Personal Development plan and to participate in training, meetings or conferences considered relevant to their job.
* Staff must carry out their duties with full regard to the rules, policies and procedures and conditions of service contained in the employee handbook.
* A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Freshers Fair, Student Balls and any other key events, including elections if necessary.
* Staff are expected to portray a positive image both internally and externally of the Students’ Union by displaying standards of service integrity, punctuality, politeness and professionalism.
* To uphold YUSU’s environmental and sustainability aims, ensuring good practice is met.
* To abide by YUSU constitutions and policies.
* To work within, promote and uphold the student-led and democratic ethos of the Students’ Union.

# YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.

# Values and Behaviours -To work with YUSU we expect our employees to uphold our core values and behaviours.

***Core Values and Behaviours***

***Ambition***

***We are unashamedly ambitious. Students and their success is the reason we exist and we will do everything in our power to work to their unique needs, journeys, experiences and communities.***

***Innovation***

***We’re not afraid of failure. We bring creativity, sensitivity and integrity to all our work meaning that when things don’t pan out how we expected, we own it, learn from it and always try again.***

***Social Conscience***

***We are bigger than just ourselves. We care and are committed to our vibrant community, celebrating and encouraging difference and diversity.***

***Authenticity***

***We are authentic and honest - building trust, rather than just focusing on our own power, privilege and legitimacy. We are always open about the needs, complexities, opportunities and challenges we all face now and in the future.***

***Partnership***

***We recognise we can’t work alone - we know and are open about our limitations and believe that collective action and solidarity is what makes our work special. We weave and connect what already exists, build on common ground and focus on what unites us rather than divides us****.*

# Person Specification

| **Requirements** | **Essential** | **Desirable** |
| --- | --- | --- |
| Educated to A Level or equivalent level qualification |  | **X** |
| Experience with an administrative role | **X** |  |
| Proven experience of computer literacy | **X** |  |
| Experience of KPI’s monitoring and reporting |  | **X** |
| Experience of delivering Customer Service excellence | **X** |  |
| Experience of supervising the work of others | **X** |  |
| The ability to prioritise own and others work and use resources  effectively | **X** |  |
| High level communication skills | **X** |  |
| The ability to work effectively with others as a competent team  member and co-ordinator | **X** |  |
| Ability to solve problem | **X** |  |