

Role Description: **IEC SUMMER OFFICE ASSISTANT**

Fixed Term fulltime

Grade 3: 6 £20,688 p.a. pro rata with holiday pay paid at end of contract

Dates: Friday 30 June (Induction) – Friday 22 September 2023

Hours: 36.5 hours per week including some Saturdays

Interviews: Wednesday 10 May

This is a great opportunity for the right person to gain experience in a varied and enjoyable customer-facing role, and to develop skills in administration, organisation and customer service.

JOB PURPOSE

The role of the Summer Office Assistant is to assist with the smooth running of the International English Centre (IEC) Summer courses through supporting the office staff, the teaching staff and the students.

The Summer Office Assistant will work under the supervision of the IEC Administrative Manager as part of the Summer School team.

This a client-facing role and the Summer Office Assistant has a key role to play in ensuring that IEC's students have a positive experience in Aberystwyth, and that our overseas clients (universities, agents etc.) receive excellent customer service.

JOB REQUIREMENTS

We are looking for a professional and friendly individual, with good organisational and administration skills, excellent communication skills, attention to detail, reliability, cultural sensitivity and the ability to work well in a team.

For the successful candidate, on-campus accommodation can be subsidised at £50 p/week if required.

KEY DUTIES and RESPONSIBILITIES

Working closely with the IEC Administrative Manager and Administrative Officer, duties will include:

- Providing a friendly and professional first-point-of-contact for students, prospective students, colleagues in other AU departments, agents and other relevant stakeholders

- Producing documents, including course offer letters, invoices, student end of course reports, certificates etc.
- Ensuring that accurate records are maintained
- Compiling student information packs and welcome packs
- Answering the telephone, responding to routine enquiries, transferring calls, making calls to find out or pass on information as required
- Using the internet or other means to find out relevant information, e.g. train times, flight times, flight bookings / change of bookings
- Answering routine enquiries from individuals who call at the office
- Responding to email queries received by the central office email account
- Meeting students on the first day of their course, and leading town and campus tours for IEC students at the start of their course as required
- Compiling student feedback
- Helping with room set up, computer set up etc.
- Developing positive relationships with students and other IEC stakeholders while maintaining proper professional boundaries at all times
- Following the IEC's Safeguarding Policy at all times
- Assisting with taxi bookings, coach bookings and accommodation bookings
- Keeping notice boards up to date
- Accompanying Wednesday afternoon or Saturday Social Programme trips if required
- Acting in accordance with AU Policies, including Safeguarding, Dignity & Respect at Work, Health and Safety etc.
- Assisting the Summer Administrative Team and Social Organiser as requested
- Any other reasonable duties commensurate with the grade of the post.

Note: The IEC is committed to safeguarding all students. This post may involve working with students under the age of 18. Candidates must therefore be aware that satisfactory references specifically highlighting whether there is any reason they should not be employed in situations where they have responsibility for, or substantial access to, persons under 18 will be required. Also, appropriate DBS (formerly CRB) checks will be required. Any gaps in a candidate's CV must also be satisfactorily explained.

How to apply:

Please send a full CV and a covering letter detailing your suitability for the role to Hayley Goddard, IEC Administrative Manager hvg@aber.ac.uk by Tuesday 25 April.
Interviews taking place on Wednesday 10 May