JOB DESCRIPTION

Job Title:  **Student Affairs Assistant**

Job holder Name: [job holder]

Position reports to:  **Associate Director, Student Support & Operations**

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**Role of Department**

The Student Affairs Assistant will support the delivery of student support services at BUSA London, including the delivery of a high standard of student resources, engagement activities, welfare provision, and housing for approximately 1,200 BUSA London students per year. The Student Affairs Assistant will assist the daily provision of a high standard of welfare support and pastoral care in student life activities, creating a positive extra-curricular experience for all students across all BUSA London programmes.

**Primary purpose of job**

- To understand and provide the support that students need to make the most of their time in London.
- To work as a member of a small team providing support for the student affairs office.
- To act as first point of contact for student enquiries.
- To provide student life support across all programmes.
- To help design, promote and implement the social programme.
- To respond to students’ enquiries appropriately and efficiently.
- To produce and disseminate student information including social media, posters, emails and newsletters.
- To cover the reception desk as required during office hours.

*It is essential that the post-holder is lively, enthusiastic and thoroughly immersed in providing an excellent student experience. He/she must be able to work flexibly as the need arises. A positive, outgoing and flexible attitude with a can-do approach are essential.*

**Principal duties and responsibilities**

1. To assist in the efficient day-to-day operation of the Student Affairs Office.
2. To act as the first point of contact for student enquiries with the Student Affairs office, overseeing the student life email inbox responding to, signposting and escalating issues as required.
3. Receive and respond to students’ enquiries and process appropriately and efficiently in line with BU policies and escalating as required.
4. To liaise with Housekeeping, Maintenance and Security staff on student incidents, well-being and behaviour, and escalating housing maintenance requests as required.
5. To work as an integral part of the Student Life team designing, promoting and implementing BUs extensive social and cultural programme, providing general administration, logging ticket receipts, providing information, etc.

6. To support the Residence Life Manager for residence related administration e.g. orientation welcome packs, ID cards, residence life events.

7. To handle the production, administration and dissemination of information of use to students including posters and printed materials, together with upkeep of notice boards throughout the main building and student residences and to research and produce a weekly newsletter.

8. Manage the social network platforms used by BUSA London to inform, promote and share student’s interactions during their time in London.

9. Ensure students have the ability to get involved in a range of other activities that expose them to the local culture e.g. HOST programme, volunteering and Imperial Union.

10. To maintain all relevant data and ensure that it is kept up-to-date.

11. To oversee student Oyster Card application approvals with Transport for London.

12. To be a Level 1 user on the United Kingdom Visas and Immigration SMS and share staff responsibility on passport and visa compliance checks.

13. To collaborate with all departments to ensure the student handbook is kept regularly up to date.

14. To work with Academic Affairs and other staff to ensure a seamless support system for students.

15. To be a source of knowledge for other staff and have very good day to knowledge of what is happening across departments.

16. To cover reception as and when required.

17. To be aware of and remain compliant with a number of required procedures and laws including: incident reports, Title IX, Cleary Act, FERPA etc

**Principal working relationships – whom the role interacts with on a regular basis:**

- Students
- Associate Director, Student Support & Operations
- Student Affairs Office staff
- Office Manager
- Residence Life Supervisors

**Job qualifications & competencies - qualifications, skills and attributes required for role:**

- Relevant Higher Education student experience
- Calm, professional manner
- Flexible and responsive
- Excellent attention to detail and works well under pressure
- Excellent team-working skills
- A strong ability to problem solve, multi-task and identify serious issues and work in confidential situations
- A personal style which actively builds rapport and is supportive but firm
- Excellent transcultural and interpersonal communication skills
- Ability to organise and execute events from local to weekend away events with small to large
participation

▪ Familiarity with IT and social media, and thorough knowledge of Microsoft systems and programmes such as Word and Excel.

▪ Good understanding of the issues for students studying and living in London and passion for life in London and the UK

SIGNATURES

(Reporting Manager)

Signed…………………………………………………………. Date……………………………………

Name………………………………………………………………………

(Job Holder)

Signed…………………………………………………………. Date……………………………………

Name………………………………………………………………………

This description is not intended to be a complete statement of job content, but rather to serve as a general guide to the essential functions of the position. Boston University retains the discretion to add to or change the duties of the position at any time.