



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Welcome Team Assistant (various roles), International Student Office



**Salary: Grade 2 (£9.20 per hour)**

**Reference: SESSO1140**

**Duration: Summer roles 22 June - 11 September 2020. Autumn roles 2 September - 9 October 2020 depending on role. (Potential to combine summer and autumn role)**

**Please note that this vacancy is available to current University of Leeds students and recent University of Leeds graduates only.**

## **Welcome Team Assistant International Student Office, Student Education Service**

**Do you want to help new students feel welcome at the University? Would you like to be part of a team delivering high quality support and activities for new students from all over the world?**

As a member of the welcome team during the summer or in September, you'll work in a range of different environments to meet new students' needs and help them to settle into their new life and enjoy being part of our Global Community.

If you're working in the summer, you'll be providing support for international students in the Language Centre taking 10-week or 6-week courses in preparation for starting an undergraduate or postgraduate programme. At the start you'll provide welcome and start-up support as an Information Assistant. As students progress on their course, you'll act as a Global Community Assistant, supporting students' social and cultural experience.

In summer and autumn arrival periods, Information Assistants answer a wide range of questions, give welcome information, support with start-up tasks such as registration and opening a bank account, lead orientation tours and provide other help new international and UK students may need.

Global Community Assistants facilitate social and cultural activities such as Global Café, and contribute to other student experience projects.

In September new international students are met at Leeds Bradford Airport and Leeds Train Station by Meet and Greet Assistants, who work in pairs to ensure students receive a friendly welcome as soon as they arrive and have somewhere to stay for their first night. They also make sure students know where to go and what to do next.

If international students are looking for somewhere to live when they arrive in September, Accommodation Assistants explain the choices available and give further assistance with the renting process.

All team members help develop a sense of community and support new students to engage with University and LUU activities, services and opportunities.



## What does the role entail?

As a Welcome Team Assistant, general duties will include:

- Being a representative of the University of Leeds;
- Welcoming students and giving out international welcome packs;
- Managing groups of students effectively in a range of environments, including queue-handling in busy and crowded spaces, and escorting students to different locations;
- Assessing students' needs, and meeting these by answering enquiries, signposting and referring appropriately;
- Providing sensitive support to students who are tired, upset or angry and giving additional support to students where needed, including those with disabilities;
- Helping students find their way around the campus and the city, providing directions, help with using maps;
- Preparing packs of welcome information;
- Liaising with other welcome team staff, University and Leeds University Union staff and external contacts to facilitate services/activities and resolve problems;
- Working independently or as part of a team at different points during the shift;
- Following health and safety instructions given and reporting any incidents or near-misses to the Coordinator;
- Promoting and supporting students' engagement with activities, services and opportunities provided by the University and Leeds University Union, including welcome, orientation, Global Community and Language Zone activities;
- Supporting wider University projects that aim to enhance the experience of international students throughout the year.

If you are an **Information Assistant** your main duties will also include:

- Providing assistance with start-up tasks eg University registration, opening bank accounts, GP registration and police registration, including one-to-one support to help students resolve more complex problems, referring to other sources of support where needed;
- Presenting information clearly, effectively and in an engaging way to large groups of international students during welcome talks, talks on banking, and tours;
- Assisting students with sign ups to events, talks and tours, and assisting with the effective administration of sign up systems.



If you are a **Global Community Assistant** your main duties will also include:

- Hosting and actively helping students to participate, and get to know each other at Global Café and other social/cultural activities;
- Assisting with setting up, running and closing down events.

If you are a **Meet and Greet Assistant** your main duties will also include:

- Working with crowds in a public space whilst providing a friendly and efficient welcome and service for new international student arrivals;
- Checking accommodation lists and contacting providers to ensure international students are able to move in on arrival;
- Organising and monitoring taxi bookings, arrivals and arrival times;
- Liaising with the Coordinator and staff in the airport/train station, where appropriate, to resolve accommodation queries and other problems.

If you are an **Accommodation Assistant** your main duties will also include:

- Working closely with Unipol, Student Advice in Leeds University Union and the University Accommodation Service;
- Carrying out accommodation contract checks and giving students information relating to their contracts, referring complex queries as appropriate;
- Providing one-to-one information and support, including helping with finding family accommodation.

If you are a **Summer Information/Global Community Assistant** your main duties will also include:

- Supporting students moving in to University accommodation, settling in on their first weekend and checking into their course;
- Working with International Student Office and Language Centre staff to deliver a positive student experience;
- Supporting students who need to prepare for their visa extension application;
- Accompanying students on excursions;
- Attending training sessions for personal and professional development.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



## What will you bring to the role?

As a Welcome Team Assistant you will have/be:

- Enthusiastic about making a positive impact on new students and building relationships with people from different cultural backgrounds with the ability to understand their needs and provide or signpost appropriate support;
- Experience of being an active, supportive and reliable team member and ability to perform tasks independently to achieve team aims;
- Excellent communication and presentation skills with the ability to listen, understand, and talk to a range of different people, such as students, University staff and external organisations;
- A confident, friendly and professional approach with experience of providing excellent customer care and/or an exceptional student experience (this can include paid, voluntary or other experience);
- An interest in activities outside of studies and the ability to act as a positive ambassador for the University and city, and to actively promote opportunities to students and encourage participation;
- Excellent time management skills and the ability to work under pressure, in order to carry out tasks to completion and respond flexibly in busy, changing or unexpected situations;
- Problem-solving skills with the willingness to take initiative, the ability to deal with people who are angry or distressed and an understanding of the need to escalate problems to supervisors when appropriate;
- The ability to work variable hours including evenings and weekends.

You may also have/be:

- Experience of supporting people from different backgrounds with different needs and those whose first language may not be English;
- Experience of living or studying abroad;
- Prepared to help carry luggage and equipment (after manual handling training).



## How to apply

You can apply for these roles online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

### Holly Ingram, Projects and Activities Assistant

Tel: +44 (0)113 343 7392

Email: [internationalwelcome@leeds.ac.uk](mailto:internationalwelcome@leeds.ac.uk)

## Additional information

Hours of work will be varied daytime, evening and weekend shifts, up to 35 hours per week for the Summer roles and between 15 and 50 hours per week for Welcome Team Assistants working in September/October, depending on the role.

Interviews are expected to be held from 27 April - 6 May 2020 and can be arranged using Skype, if needed.

### Opportunity to attend an application workshop

If you're excited by this role, give yourself the best chance of being selected. Come to a workshop to find out how to make a strong application. The workshop will help you understand the application process and how to demonstrate to us why you should be selected for one of these roles. It will be especially helpful if you haven't applied/been selected for a role at the University before.

The Welcome Team Application Workshop is on **Friday 20 March 2020, 10.30 - 12.00** at the **Careers Centre**. **Book your place on the workshop at:**

<https://mycareer.leeds.ac.uk/leap/event.html?id=6893&service=Careers+Service>



If you can't attend the workshop but would still like some advice on your application, the Careers Centre drop-in service is open every weekday, 14.00 - 16.00 (there is no need to book an appointment).

### **Working at Leeds**

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### **Candidates with disabilities**

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## **Criminal record information**

### **Rehabilitation of Offenders Act 1974**

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

