JOB SPEC FOR S.I

LSBU

Student Services:

- To be a key point of contact between external stakeholders (employment agencies, security companies, airport authorities, NHS-related agencies, Higher Education providers and UCAS) and internal stakeholders (LSBU Schools, professionals service groups, alumni and current students) by email and telephone. Excellent communication skills required to follow up on queries and convey information.
- To understand and utilise the University’s referencing policy to identify reference eligibility (i.e. when to refer an enquiry to the Student Archive team, when to refer to the School of Health and School of Law and Social Sciences and when to provide standard references).
- Able to learn and appropriately use the University’s QLS V4 database system, Launch Pad reporting system, electronic filing system. Good knowledge of Microsoft Excel, Outlook and Word.
- Good organisational skills to keep an updated record of queries and responses
- To work collaboratively with staff within the university to ensure that stakeholder needs are met and that work relating to key areas is produced on time and to an exceptional standard.
- The post holder must establish and foster:
  - Good working relationships with other post holders both within Student Services, LSBU Schools and across Central University Support Departments
  - Sensitivity to the culture of the University: to understand and pro-actively support its academic and customer service values

Library:

- Library shelving work - transferring trolleys of books round the library/shelving library books back to their correct place /tidying and ordering shelves
- Tasks like printer/photocopier filling up and checking at set times of day
- Checks of PCs to see they are working
- Perhaps tasks like processing library materials (labelling and covering books)
- Tidying other areas of the library
- Looking for/locating library items on shelves from printed lists

These roles would require a good general fitness for manual handling as they involve moving trolleys and lifting books
It would also require ability to understand and order by the Dewey Decimal system (which we can demonstrate) so would need numeracy and attention to detail skills.

The shelving/tidying aspect of the role would take place on the main library floors which can be busy so could potentially involve the interns helping customers who need help on the floors as well.

**London Sofitel Hotel**

The roles within Sofitel are within the Hospitality and Catering sector – for these roles candidates will need a good level of experience working with food and will ideally have a food hygiene certificate. The roles in Sofitel include (but are not limited to);

**Kitchen;**

- Handling food and preparing plates to the high standards of Sofitel Hotel
- Establishing strong working relationships with kitchen staff
- Following instructions and recipes accurately to ensure high standards and healthy and safety standard are met
- Cleaning work stations before and after food prep
- Be able to adapt between roles
- Be well presented and use appropriate language throughout shifts and when I uniform offsite

**Balcon / Restaurant Service;**

- Be immaculately presented every shift for the duration of the shift
- Conduct yourself with a polite and helpful manner
- Interact with customers to take orders accurately
- Use less busy times to clean service area and kitchen utensils
- Prepare breakfast buffet
- Prepare coffees to order
- Safely handle fragile materials in relatively large quantities (whilst taking customer orders to the table)