

# CANDIDATE PACK

## Student Centre Customer Service Assistant

Student & Academic Services

UNIVERSITY OF  
WESTMINSTER 



# OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.





# OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

## WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

## INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

## SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.





# OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

## EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

## RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

## EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

## GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.





# OUR STRUCTURE

## ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

### Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

### Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

### Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

## PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



# JOB DESCRIPTION

**Job Title: Student Centre Customer Service Assistant**

**Reports to: Customer Experience Manager**

**Department: Student & Academic Services**

**Grade: NG3**

## ROLE PURPOSE

To support the Customer Experience Manager Customer Service Supervisor in the provision of an effective and customer-oriented service to colleagues and students.

## PRINCIPAL ACCOUNTABILITIES

- As the first point of contact for students, colleagues and visitors provide an excellent student and colleague experience within the Student Centre at various service points in person and online. Striving to resolve queries as much as possible at the first point of contact and referring to other departments when appropriate. Actively support customers with learning and wellbeing needs, signposting when appropriate.
- Actively seek out information and build up an understanding and knowledge of Student and Academic Services, and all service partners. Be aware of changes and developments within the services and proactively engage with training opportunities that can help further enhance the customer experience.
- Under the supervision of a Student Centre Customer Service Supervisor or the post's line manager, carry out workflows and procedures that ensure the Student Centre provides a high quality and consistent service to students, colleagues and visitors, Enable an equitable working environment by sharing workloads and covering all sites.
- Support the team in achieving key service level agreements and Key Performance Indicators (KPIs) with regards to engagement with customers and responding to enquiries. Adopt a proactive approach to new services, modes of delivery and other changes, such as integration of AI.
- Actively deal with customer complaints, resolving where possible and escalating to a supervisor and/or manager when appropriate, including the monitoring, managing and reporting of poor behaviour.
- Take an active role in teams, working groups and projects running both within the Customer Service Team and across Student and Academic Services. This includes participation in meetings, activities and work to support these groups.
- Take responsibility for a specific area or group of tasks within the Student Centre or across Student and





Academic Services. Examples of groups include: Welcome and Arrivals, Marketing, Wellbeing Collection and Colleague Engagement and Training.

- Carry out tasks and provide information to support the work of other related teams including Library Operations, Student and Academic Services teams, service partners and Student Centre colleagues at other locations.
- Undertake tasks and maintain responsibility for the Student Centre and Library spaces, including furniture, raising matters with the Library Operations team as required. This includes an awareness of Health and Safety issues, such as manual handling and reporting functions.
- Undertake any other duties as appropriate within their competence as required by the Customer Experience Manager or Customer Service Supervisor.

## CONTEXT

This post in the Student Centre cluster of Student & Academic Services (SAS) is responsible for the front line delivery services and supports the Customer Experience Manager and Customer Service Supervisor in the provision of an effective and customer-oriented service to colleagues and students.

They will ensure that services are fully aligned with other SAS teams, activities across Professional Services and complement the academic offer, to enable the University to deliver its priorities and meet its regulatory obligations.

### Student Centre

The service comprises circa 40 colleagues working in various physical locations and with a strong online presence. The team is the first point of contact for thousands of students, shaping their experience from application through to being alumni.

They operate as a single team with the Student Centre Manager managing four Customer Experience Managers (CEM), one per physical location and one for virtual services. Each CEM is supported by a supervisor and a group of Customer Service Assistants. Team members regularly work in different locations to ensure familiarity with all sites and to provide a seamless service. The monitoring and management of physical library space is shared between the Library and Archives Service and the Student Centre.

The team provide a 'one-stop shop' service to manage all initial enquiries from current students, prospective students or alumni. Wherever possible these are resolved at first contact (typically 60%). Specified service level agreements (SLAs) are in place. When needed the team refers queries to one of the 39 service partners who provide specialist services across the University.

The Student Centre operates an EMS (based on Salesforce) for enquiries sent digitally, a live-chat service that runs 7 days a week and an in-person service across our three campuses, located in the respective libraries. The Student Centre makes a significant contribution to student success. The team manages over 200,000 unique engagements every year and through its broad knowledge, multiple service points and outreach to other Professional Services teams, is key to the student experience.





## Student and Academic Services (SAS)

SAS provides professional, efficient, effective and consistent support and services for the whole University community and external partners. It leads on professional support for a wide range of governance, research, learning, skills development and wellbeing interventions that enhance the experience of students, colleagues, alumni and external partners throughout their relationship with the University.

SAS activities are key to the success of the University's strategic objectives and enable the University to deliver on its mission:

*To help students and colleagues from different backgrounds fulfil their potential and contribute to a more sustainable, equitable and healthier society.*

To achieve this, SAS is organised into four clusters:

- Business Operations
- Library and Archives Service
- Student Centre and Customer Experience
- Student Support and Residential Life

Uniting these services in a single Directorate enables a powerful synergy between support for learning, teaching and research & knowledge exchange, and co-locates these with the professionals who lead on student wellbeing. In turn, this informs the whole-University approach to the wellbeing of all colleagues.

SAS teams contribute to increasing success in the NSS/PTES/PRES, TEF, REF, KEF and Graduate Outcomes and therefore positively impact league tables. Services delivered by SAS student-facing teams are critical to achieving the priorities of the University's Access and Participation Plan.

SAS is a large and diverse Directorate comprising circa 180 colleagues who, between them, work in every University building and have a strong online presence to support and collaborate with students and colleagues who prefer/need to work virtually. SAS teams are very flexible, and roles evolve with changing needs. There is a strong commitment to developing the skills and capabilities of colleagues through a proactive programme of colleague development. The post holder will be expected to engage in personal development and to be a role model to all members of the team.

The post holder will be expected to embed and role model the University's values: Progressive, Compassionate, Responsible and our Equality, Diversity & Inclusion commitments in all that they do.

The post is based in either the West End or at Harrow, depending on the group which they are part of, and regularly works at all other University sites.

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

## DIMENSIONS

There are circa 40 colleagues in the Student Centre team. The team operates across three physical locations, with two groups in



the West End and one at Harrow, and has a strong virtual presence with a dedicated group.

Customer Service Team members can be scheduled for work at any University Student Centre over a seven day week (e.g. including Saturday and Sunday) between the hours of 8:30am and 8:00pm. No premium rates, additional remuneration or time off in lieu is made to colleagues required to work on Saturdays or Sundays as part of their normal core of hours. Details will be agreed prior to contract issue.





# PERSON SPECIFICATION

## QUALIFICATIONS

### Essential

Educated to at least GCSE level (or equivalent) in English and Maths.

Demonstrable experience and relevant skills acceptable in place of formal qualifications.

## TRAINING AND EXPERIENCE

### Essential

Experienced and accomplished in customer service.

Experience in administration tasks, such as handling data, project support, scheduling meetings and minute taking.

### Desirable

Experience of working in a library or student support role.

## APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

### Essential

Excellent customer service skills.

Strong verbal and written communication skills.

Ability to be an active and effective team member.

Accuracy and attention to detail.

The ability to prioritise tasks and solve problems.

Confident in making decisions based on experience and knowledge of procedures.

Good organisation skills and the ability to maintain a consistently high standard whilst meeting agreed deadlines.

A good spread of relevant IT skills and knowledge.

Flexibility and a willingness to undertake a variety of tasks.

Flexibility to work out of hours on occasion to meet user or service expectations.

A curiosity and willingness to learn and develop.

Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



# HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

**Applications should include:**

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

**In your application form please state the vacancy/ location that you are interested in applying for.**

**The deadline for receipt of applications is midnight on 23 July 2025**

**Interviews will take place on 4 August & 11 August 2025.**

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

*The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.*





# OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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