Who We Are

Student Services Information Desk
SSiD is an information service that communicates thousands of general university messages to students and answers the majority of their face to face enquiries.
3 Teams of SSiD

Student Enquiries Team
  a) Information Desk
     - Face to face enquiry management
     - Walk in student information centre
     - First line f2f student support
  b) Contact Centre
     - Email enquiry management
     - Telephone enquiry management
     - Online order management

Student Communications Team
  - General student Communications
  - Digital Media Design
  - Social Media
  - Web Development
  - Graphic Design

Office Management Team
  - Finance
  - Systems
  - Health & Safety
  - Recruitment
1. Enquiry handling
2. Document production
3. UCard replacement
4. Prove a central collection and delivery point for student documentation
5. First line of student support (including signposting and referral)
6. Regular liaison meeting with key university partners
7. Source and disseminate University knowledge for students
8. Work with other services and external agencies to improve front line service support
9. Evaluate existing services through feedback, focus groups, benchmarking, etc.
10. Develop front line customer service delivery
11. Share good practice in service delivery
12. Visits to professional and academic department reception points
13. Source and distribute publications
14. Involvement in events such as open days to promote the service
1. Lead the creation and coordinating the delivery of a range of communications to students
   - Student announce
   - Student facing web pages
   - Weekly newsletter
   - Social media

2. Advise colleagues about effective student communications
   - Communications in Campaigns
   - Social and Digital Media

3. Lead student content management
   - Student facing web content
   - Student facing publications

4. Support colleagues with their Communications and Content

5. Championing the SSiD web pages as a 'one stop web shop':
   - Development of SSiD brands and associated materials
   - SSiD web pages as a web resource for student related matters

6. Share good practice
   - Internally: professional and academic department support
   - Externally: HEI Student Communications Group, CASE conferences, etc
Office and Systems Management

1. Manage the administrative and systems activities that facilitate the smooth running of SSiD office:
   • Recording office expenditure and managing the SSiD budget
   • Take the lead on delivering value for money in SSiD
   • Organising and acting as secretary to service meetings and away days
   • Organising the office layout and maintaining the condition of the office and arranging for necessary repairs
   • Maintaining supplies of stationery, stocks and equipment
   • Ensuring adequate staff levels to cover for absences and peaks in workload, often by using temping agencies
   • Overseeing the recruitment of new staff, including training and induction
   • Reviewing and updating health and safety policies and ensuring they are observed

2. Oversee internal systems maintenance and development
3. Coordinate staff and expenditure budgets
4. Coordinate the recruitment process for service
5. Coordinate the collection and collation of monitoring data from all operational areas of the service
6. Provide administrative support to service manager
Head of Service

1. Providing strategic direction for the service:
   - Creating visions and aims for the service
   - Conceiving new opportunities
   - Developing SSiD and its related brands
   - Anticipation problems

2. Establishing targets for service:
   - Deciding what needs measuring and reporting
   - Ensuring financial targets are met

3. Developing the service
   - Deciding structures, hierarchies and workgroups
   - Creating new job roles and developing existing job roles

4. Developing staff providing the service
   - Inspiring, challenging and empowering others

5. Liaison with influencers
   - Championing the service inside and outside the University

6. Service Governance
   - Leading the development of guidelines, standards and policies