

Post Details		Last Updated: 15/07/2025	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	MySurrey Hive Assistant		
Job Family	Professional Services	Job Level	2B
Responsible to	MySurrey Hive Manager		
Responsible for (Staff)	n/a		
<b><u>Job Purpose Statement</u></b>			
<p>The MySurrey Hive Assistants deliver high quality student support via the University's one stop shop, the MySurrey Hive, ensuring students receive an exceptional customer-focused information service and a memorable and high-level student experience.</p> <p>MySurrey Hive Assistants are the first point of contact for student support enquiries and operate an efficient and connected enquiry and triaging system in a highly customer-focused manner that contributes to the retention and success of all students, regardless of their background.</p>			
<b><u>Key Responsibilities</u></b>			
<ol style="list-style-type: none"><li>1. Provide a welcoming, efficient, helpful and informative first point of contact for all users of the MySurrey Hive, putting the student experience at the heart of everything we do.</li><li>2. Make an initial assessment of the complexity and priority to be given to resolving each enquiry, including possible underlying issues, triaging complex enquiries to specialist services when required.</li><li>3. Within the aim of meeting users' needs as fully as possible 'here and now', to respond to all enquiries in accordance with agreed procedures; providing clear, one-step referral to those that require input from specialist teams, including the scheduling of appointments.</li><li>4. Respond to and track enquiries using our case management system, ensuring they are handled in accordance with the parameters of any Service Level Agreements and that data is used and reflected upon to ensure that students always receive a high level of customer care. This includes ensuring the accuracy of all personal, programme and contact data regarding Hive users.</li><li>5. Develop and maintain a good overall understanding of the work, procedures, and systems of the various specialist areas within the CSO Directorate and elsewhere across the University, ensuring that knowledge is up to date and utilised to provide students with the most up to date information as possible.</li><li>6. Act as the first point of contact for all aspects of arrivals, check-in and departure for all University accommodation at Manor Park. Responsible for the security, preparation and issuing of keys to students and visitors, ensuring that comprehensive records are maintained. Responsible for the set up and issuing of contractor keys ensuring sign in / sign out procedures are followed.</li><li>7. Process all payments, including credit/debit cards and cash and take responsibility for the cash under their control in line with University policy.</li><li>8. Undertake a range of administrative tasks associated with the work of the specialist teams within the MySurrey Hive in a timely and efficient manner and support events or activities that run through the Hive as per any booking agreement(s). This includes providing support to the MySurrey Hive Ambassador Scheme, led by the MySurrey Hive Manager.</li><li>9. Under the guidance of the MySurrey Hive Manager, support the general running of central University events, including Welcome and registration activity, helping to ensure that events are delivered effectively and that all students feel a sense of belonging to Surrey.</li></ol>			
<b>N.B. The above list is not exhaustive.</b>			

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

## **Elements of the Role**

### **Planning and Organising**

The majority of work involves responding to students' questions at the MySurrey Hive and resolving queries, triaging or arranging meetings in the MySurrey Hive where further 1-1 advice/an appointment is required. MySurrey Hive Assistants will need to develop a strong understanding of information for students at the University and hold excellent communication, administration, and organisational skills, whilst working within established processes and procedures. The post holder must be able to operate flexibly and positively in relation to changing circumstances and the needs of our students.

### **Problem Solving and Decision Making**

Working within established policies, procedures and with clear guidance, MySurrey Hive Assistants provide a consistently welcoming, customer-focused and dynamic reception, information, and administrative service to users of the MySurrey Hive. They are expected to display high levels of interpersonal and communication skills and to work effectively and energetically in a time pressured and often fast changing environment to deliver excellent customer service alongside timely resolution of enquiries.

The exercise of initiative, discretion and judgement when addressing and resolving daily enquiries or problems concerning a wide range of routine matters is required. More complex or time-consuming issues, or any serious problems or conflicts are referred to expert teams or more senior colleagues for resolution.

MySurrey Hive Assistants contribute to the monitoring of the MySurrey Hive activities, recording and monitoring enquiries and feedback. MySurrey Hive Assistants are also responsible for administrative duties related to numerous aspects of the work in the MySurrey Hive and are expected to exercise discretion in acquiring, building and disseminating knowledge of student support and administrative procedures, considering custom practice and standard precedents.

### **Continuous Improvement**

The post holder will be expected to continuously assess current processes, exercise sound judgement, and demonstrate initiative to have the scope to make recommendations to their line manager, ensuring that MySurrey Hive continues to offer a high-quality student service. The post holder will have the opportunity to work on specific projects, contributing to the implementation of new processes.

### **Accountability**

The post holder works closely with colleagues across various departments that contribute to student life in the pursuit of effective provision of information, advice and guidance to students.

The post holder will be a key member of the team, contributing to the success of the MySurrey Hive service ensuring we provide excellent support services to all our students.

### **Dimensions of the Role**

This post involves no direct line management or budgetary responsibilities.

### **Supplementary Information**

- This post will be required to provide support across the wider CSO team and needs to be flexible with their working hours. For example, they will be required to work Key University events including Open Days which take place on weekends.
- Flexible approach to working days. The post holder will be required to work shift patterns 5 out of 7 days to support business requirements during busy University periods/events such as graduation, open days, applicant days and Welcome.
- Rotas will be issued in advance and where weekend work applies, days off will be scheduled during the week.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

### Qualifications and Professional Memberships

HNC, A level, NVQ 3, HND level or equivalent with several years' relevant experience.

Or:

Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.

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**Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/  
Desirable**

**Level  
1-3**

Demonstrable experience in a customer service-based environment.

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3

Experience of working within a busy, customer-focused service, and demonstrable ability to work under pressure.

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3

Demonstrable experience of working successfully in a team.

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2

Excellent IT skills, particularly in MS Office packages, and familiarity with databases

E

2

### Special Requirements:

**Essential/  
Desirable**

There is an expectation that the role holder will work within the context of the opening hours of the MySurrey Hive and will also on occasion work evenings and weekends at Open Days, Welcome, or conferences as required.

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Annual leave may be restricted at certain points of the year.

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### Core Competencies

**Level  
1-3**

Communication

3

Customer/Client service and support

3

Adaptability / Flexibility

2

Planning and Organising

2

Problem Solving and Decision Making Skills

2

Continuous Improvement

1

Managing and Developing Performance

n/a

Creative and Analytical Thinking

1

Influencing, Persuasion and Negotiation Skills

1

Strategic Thinking & Leadership

n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

### Organisational/Departmental Information & Key Relationships

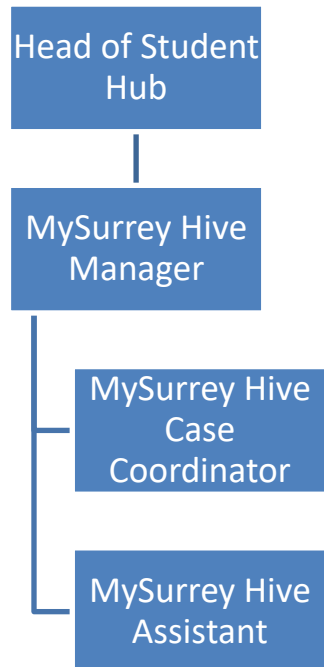
### **Background Information**

The MySurrey Hive is the front of house for a broad range of services across the University providing an excellent student centred, accessible and inclusive point of service and support for all users. The team provides a comprehensive service which delivers information, advice, guidance plus administration on a range of student issues to a community of around 17,000 students.

The MySurrey Hive sits within the Student Engagement & Experience Department, which is part of the Chief Student Officer Directorate. The Student Engagement & Experience Department includes approximately 50 members of staff across a range of student engagement services (Money Support, MySurrey Hive, International Student Support, Student Communities & Events and Religious Life and Belief). The Student Engagement & Experience Department focuses on delivering a personalised and welcoming experience in all our engagements, putting students at the heart of our work, and fostering a sense of belonging and community ethos through all our practices.

The Chief Student Officer Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus. We ensure that students receive excellent support and advice and feel a sense of belonging to the University of Surrey community, and we work against the key principles in our student and staff partnership manifesto ([student-staff-partnership-manifesto.pdf \(surrey.ac.uk\)](https://www.surrey.ac.uk/student-staff-partnership-manifesto.pdf)).

### **Department Structure Chart**



### **Relationships**

#### **Internal**

- Accommodation
- All teams with the Chief Student Officer Directorate
- Faculty Administration teams
- Library
- Finance Receivables
- IT
- Doctoral College
- Security
- Admissions, Student Recruitment and Marketing
- Advancement
- Surrey Sports Park

#### **External**

- Students' Union staff and Sabbatical Officers
- Guildford Borough Council
- Transport for London