Occasional Information Assistant

We are looking for a pool of staff to assist our Advising team at the Cambridge University Language Centre on an occasional basis and at very short notice (i.e. on the day we would like you to work). An enthusiasm for helping learners face-to-face and on the telephone is essential, along with excellent interpersonal skills. An interest in language learning would be advantageous.

The Advising Team and workplace

Our team is responsible for providing language-learning information and advice, aiming to support University staff and student learners with their specific ambitions for their language studies.

The team also manages the department’s centre for independent language learning (John Trim Centre) which provides materials across 180 languages at present.

All the team double-up as the departmental reception staff supporting teaching and administrative colleagues with day-to-day operations.

Position of the role within the team

You will provide cover for us when our core staff cannot be in our reception area.

The role will include supporting with some but not necessarily all of the following:

- Welcoming students and staff; offering a very brief introduction to the Language Centre
- Passing on any detailed/difficult enquiries to the Advising Team or section administrators.
- Pointing prospective/current language learners to relevant sections on our website for further information
- Inviting students and staff to look in the learning centre
- Transferring phone calls to appropriate colleagues
- Welcoming colleagues’ visitors and phoning to let them know that they have arrived
- Guiding learners and visitors to the appropriate rooms on the timetable

This opportunity is suitable for graduate members of the University (subject to the regulations on working) and current part-time staff with spare capacity. To apply, please send your CV and a brief statement of your availability to Emma Furuta, University of Cambridge Language Centre, Downing Place, Cambridge, CB2 3EL

Informal enquiries may be directed to Emma by email (el271@cam.ac.uk) or by phone (335027

Pay: £8.91 / hour
Typical hours of work: 12-2 (lunchtime cover); 5-7 (evening cover)