

Job Description

Role Title: Student Services Assistant	Pay Grade: Grade 5 £23,088 - £23,191
Normal Place of Work: Parkway	Line Manager: Student Services Manager
Normal Working Hours: 22.5	Responsible For: N/A

Purpose of Role

Provide a welcoming front-of-house reception service for students, staff, and visitors, offering accurate and timely information via in-person, phone, or email enquiries. Efficiently deliver key Student Services tasks, promoting the department as a one-stop shop for student support and referring to specialist services when needed. Support all college enrolments, ensuring accurate and smooth processes, and maintain up-to-date knowledge of funding and residency policies to provide reliable guidance. Excellent communication, time management, and organisational skills are essential.

Principal Accountabilities

1. Effectively maintain high levels of quality customer service at all times.
2. All post holders will be required to operate across all Student Services functions, to maximise flexibility, provide cover and offer students an ease of access to services.
3. Information, Advice and Guidance (in person, telephone and electronically)
4. Admissions advice (in person, telephone and electronically)
5. Learner Support Funds (LSF) advice (in person, telephone and electronically)
6. Answer telephones in a timely manner – Internal and External
7. Continuously seek improvement with a view to providing high quality IAG and student support
8. Provide a welcoming, and productive environment across Student Services that is attractive and supportive for students and creates a positive learning environment.
9. Create an atmosphere whereby students feel inspired and positive about their time in College, with appropriate support and coaching, as well as access to appropriate resources
10. Communicate and work together with the other relevant support teams that may be required to assess and deliver student support

Key Relationships

Team working is a key part of working in a college. These are the key teams and individuals you will work with in this role.

Members of the student services Team	By collaborating effectively, these teams ensure that students receive comprehensive support, addressing both academic and personal needs. Student services often focus on areas such as mental health, career guidance, and financial support. while cross-college colleagues, including faculty and administrative staff, contribute by identifying student needs within their disciplines and providing targeted academic assistance.
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<p>Current and prospective learners and other customers of the college</p>	<p>Student services teams play a vital role in working with both students and stakeholders at the college to enhance the student experience and ensure success. They engage directly with students to provide a wide range of support services, including academic advising, mental health counselling, financial aid, and career development. By building strong relationships with students, student services can better understand their individual needs and challenges, offering personalized guidance. Additionally, student services work closely with key stakeholders such as faculty, staff, parents, and external partners to ensure a coordinated approach to student success. This collaboration allows for a seamless integration of academic and personal support, ensuring that students receive the resources and opportunities necessary to thrive both inside and outside the classroom.</p>
<p>Extended college staff curriculum, MIS and other support staff</p>	<p>The relationship between the student services team and cross-college colleagues is integral to fostering a supportive and holistic learning environment. Together, they create a network that enhances student success, retention, and overall well-being by ensuring that no aspect of a student's experience is overlooked</p>

There are some other things that we are all responsible for, whatever your role. These are;

- Being a champion and advocate for Equality and Diversity throughout College and behaving in a manner that displays British Values.
- To embed safeguarding into your / your teams working practices and escalating any safeguarding concerns immediately in line with the College's safeguarding policy. All new employees to the College are required to complete and obtain an enhanced DBS disclosure. Further information will be sent to all prospective colleagues as part of the application process.
- Embedding Health and Safety best practices and ensuring a safe working environment for everyone, according to the Health and Safety at Work Act.
- Modelling and promoting high expectations in and around the College
- To actively participate in your appraisal, contributing to a culture of self-reflection, wellbeing and professional growth Participate in regular team meetings
- To represent and promote the College internally and externally and act as an ambassador
- Promote the College's student first ethos by supporting at College open events to provide a quality experience for perspective students
- To engage in implementing changes and promoting innovation as this is actively encouraged
- To undertake other reasonable duties commensurate with the level of your post.

Person Specification

Shortlisting is completed by hiring managers against the Person Specification criteria. Please ensure you demonstrate in your application how you meet the Person Specification criteria outlined below to ensure your application has the best chance of success at shortlisting stage.

	Essential	Desirable
Qualifications		
GCSE at levels 4-9 (A-C) including Maths and English or Equivalent	✓	
Information, Advice and Guidance (IAG) qualifications at Level 3 or willingness to work towards it		✓
ECDL or equivalent, evidencing a level of general competence in the full range of generic office packages		✓
Knowledge and Experience		
Experience and success in delivering customer focused services	✓	
Experience of and competence in using a range of IT systems and software on a day-to-day basis	✓	
Experience of prioritising tasks to respond to a range of competing tasks	✓	
Experience of dealing with customers on the phone and via email	✓	
Previous experience of using a range of Microsoft office packages, databases and email		✓
Experience of delivering Information and Advice to enquirers		✓
Experience of liaising with teaching staff to deliver the services of the Student Services		✓
Evidence of continuous professional development		✓
Knowledge of recording and tracking systems		✓
An awareness of the use and impact of social media		✓
Knowledge of key reception services and how and when to refer to other services		✓
Skills and Abilities		
Excellent written and verbal communication skills	✓	
Ability to engage positively with staff and learners at all levels	✓	
Strong team worker	✓	
An ability to deliver excellent customer service	✓	
A flexible approach and ability to prioritise	✓	
Focussed and accurate when processing customer information	✓	
A creative, innovative and proactive approach to service delivery	✓	
An ability to learn new systems and software quickly and follow procedures	✓	
Willingness to work additional hours when required to meet demands of job, and on some evenings per week in term-time as necessary. Will need to be available on standby for occasional Saturdays	✓	
Willingness to work at any of the College sites to meet the service needs.	✓	

City of Bristol College

Human Resources and Organisational Development

Job Description and Person Specification

