

Role Description

Role Title: Student Services Assistant	Pay Grade: £23,088 - £23,191
Normal Place of Work: College Green	Line Manager: Student Services Manager
Normal Working Hours: 37 hours	Responsible For: N/A

ROLE PURPOSE

1. To provide accurate and timely Information, Advice and Guidance to enquiries, whether in person, through Student Services, by telephone or electronically, ensuring that learners are provided with appropriate information to access appropriate learning opportunities.
2. To effectively and efficiently deliver key Student Services, to create an environment where high standards of information, Advice and Guidance (IAG) is cultivated and celebrated, including effective use of technology.
3. To promote Student Services as a one stop shop for student support, referring onwards appropriately to specialist services.
4. To support Maths and English processes / enrolment

PRINCIPAL ACCOUNTABILITIES

5. Effectively maintain high levels of quality customer service at all times.
6. 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. This will incorporate:
 7. Reception Services
 8. Information, Advice and Guidance (in person, telephone and electronically)
 9. Admissions advice (in person, telephone and electronically)
 10. Learner Support Funds (LSF) advice (in person, telephone and electronically)
 11. Answer telephones in a timely manner – Internal and External
 12. Deliver Advice and Guidance through a range of communication tools: telephones, bespoke enquiry systems, email and face to face.
13. continuously seek improvement with a view to providing high quality IAG and student support
14. Provide a welcoming, and productive environment across Student Services that is attractive and supportive for students and creates a positive learning environment.
15. Liaise with internal College staff and utilise appropriate systems to provide information for audit purposes as required
16. Work with the Marketing, Communication and Student Experience management team in helping develop the strategic objectives for the Service in support of the overall College Business and Development Plans
17. 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
18. Attend key external events and college open events through course of the year as required
19. Generate evidence that can be used in future matrix assessments, including student outcomes and progression
20. Communicate and work together with the other relevant support teams that may be required to assess and deliver student support
21. Participate in regular team meetings
22. Be responsible for proactive addressing of health and safety issues within the service. In particular to ensure that, where appropriate, risk assessments and inspections are carried out/reviewed and that, if required, safe systems of work are put in place.
23. Meet personal performance targets
24. Reflect critically on own work, discussing annually at your appraisal how your performance can be improved and where appropriate agree what actions can be taken for further improvement.
25. Work collaboratively and effectively with the relevant staff to ensure that all cross-College processes and procedures including financial procedures are consistently applied, and carried out in a timely fashion.
26. Attend training events which relate to your role.
27. Embed Equality and Diversity practices and principles, promoting and celebrating diversity, and tackling inequalities where they arise.

28. Ensure you are trained and fully compliant with Safeguarding procedures, and that you attend updating training, as well as refer issues appropriately.
29. Actively promote the College both internally and externally.
30. Undertake such other duties as may reasonably be required of you commensurate with your general level of responsibility at your place of work or at any of the College's centres.

Key Relationships

All posts within the College require a high degree of team working. In particular, the postholder will need to develop and maintain key relationships, including:

Members of the student services hub including student services and study centre staff
Current and prospective learners and other customers of the college.
Extended college staff including curriculum, MIS and other support staff.

Generic Responsibilities

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy and decision making
- To actively promote and act, at all times, in accordance with College policies, including, but not limited to: Health and Safety, Equal Opportunities, Prevent and Safeguarding, the Staff Code of Conduct and the College's Financial Regulations
- To actively promote and adhere to agreed College values
- To engage in implementing changes, promoting innovation
- To participate in the College Annual Appraisal Process, contributing to a culture of self-reflection on practice and continuous professional development
- To facilitate the achievement of the College's quality objectives including those from external bodies
- To undertake other reasonable duties commensurate with the level of post

Values

To role model the College values of: integrity, respect, ambition and pride

Behaviours

To role model and consistently exhibit: student focus; high expectations and aspirations for all; focused on progression and employment; pride in what we do and our place in the city; collaborative and continually improving.

Person Specification

	Essential	Desirable	How assessed*
QUALIFICATIONS			
GCSE at levels A – C including Maths and English or Equivalent	✓		AF/Cert
Information, Advice and Guidance (IAG) qualifications at Level 3 or willingness to work towards it		✓	AF/Cert
ECDL or equivalent, evidencing a level of general competence in the full range of generic office packages		✓	AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Experience and success in delivering customer focused services	✓		AF/IV
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	✓		AF/IV
Experience of dealing with customers on the phone and via email	✓		AF/IV
Experience of dealing with complaints and achieving positive outcomes		✓	AF/IV
Previous experience of using a range of Microsoft office packages, databases and email	✓		AF/IV
Familiarity with Learner Support Fund assessments and processes		✓	AF/IV
Experience of delivering Information and Advice to enquirers		✓	AF/IV
Experience of liaising with teaching staff to deliver the services of the Student Services		✓	AF/IV
Experience of library services		✓	AF/IV
Evidence of continuous professional development	✓		AF/IV
Knowledge of the College's course offer and how to deliver Information, Advice and Guidance		✓	AF/IV
Knowledge of recording and tracking systems		✓	AF/IV
An awareness of the actual and potential use of the College's website for Information, Advice & Guidance		✓	AF/IV
An awareness of the use and impact of social media		✓	AF/IV
Knowledge of key reception services and how and when to refer to other services		✓	AF/IV
SKILLS AND ABILITIES			
Excellent written and verbal communication skills	✓		AF/IV
Ability to engage positively with staff and learners at all levels	✓		AF/IV
Strong team worker	✓		AF/IV
An ability to deliver excellent customer service	✓		AF/IV
A flexible approach and ability to prioritise	✓		AF/IV
Focussed and accurate when processing customer information	✓		AF/IV
A creative, innovative and proactive approach to service delivery	✓		AF/IV
An ability to learn new systems and software quickly and follow procedures	✓		AF/IV
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	✓		AF/IV
Willingness to work at any of the College sites to meet the service needs.	✓		AF/IV

***Assessment method:**

AF = Assessed via application form

AT = Assessed via test/work-related task

IV =

Cert =

Assessed via interview

Certificate checked at interview