

Job Description

Role Title: Student Services Assistant	Pay Grade: Grade 5
Normal Place of Work: College Green	Line Manager: Student Services Manager
Normal Working Hours: 37 Hours	Responsible For: N/A

Purpose of Role

- 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.
- 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.
- To promote Student Services as a one stop shop for student support, referring onwards appropriately to specialist services.
- To support Maths and English processes / enrolment

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. This will incorporate:
3. Reception Services
4. Information, Advice and Guidance (in person, telephone and electronically)
5. Admissions advice (in person, telephone and electronically)
6. Learner Support Funds (LSF) advice (in person, telephone and electronically)
7. Answer telephones in a timely manner – Internal and External
8. Deliver Advice and Guidance through a range of communication tools: telephones, bespoke enquiry systems, email and face to face.
9. continuously seek improvement with a view to providing high quality IAG and student support
10. Provide a welcoming, and productive environment across Student Services that is attractive and supportive for students and creates a positive learning environment.
11. Liaise with internal College staff and utilise appropriate systems to provide information for audit purposes as required
12. 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
13. 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
14. Attend key external events and college open events through course of the year as required
15. Generate evidence that can be used in future matrix assessments, including student outcomes and progression
16. Communicate and work together with the other relevant support teams that may be required to assess and deliver student support
17. Participate in regular team meetings

18. 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.
19. Meet personal performance targets
20. 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.
21. 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.
22. Attend training events which relate to your role.
23. Embed Equality and Diversity practices and principles, promoting and celebrating diversity, and tackling inequalities where they arise.
24. Ensure you are trained and fully compliant with Safeguarding procedures, and that you attend updating training, as well as refer issues appropriately.
25. Actively promote the College both internally and externally.
26. 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

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 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.

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
- 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 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	✓	
Experience of dealing with complaints and achieving positive outcomes		✓
Previous experience of using a range of Microsoft office packages, databases and email	✓	
Familiarity with Learner Support Fund assessments and processes		✓
Experience of delivering Information and Advice to enquirers		✓
Experience of liaising with teaching staff to deliver the services of the Student Services		✓
Experience of library services		✓
Evidence of continuous professional development	✓	
Knowledge of the College’s course offer and how to deliver Information, Advice and Guidance		✓
Knowledge of recording and tracking systems		✓
An awareness of the actual and potential use of the College’s website for Information, Advice & Guidance		✓
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	✓	

Job Description and Person Specification

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.	✓	