

JOB DESCRIPTION

POST TITLE:	Student Services Advisor
GRADE:	Harmonised Salary Scale Point 15
RESPONSIBLE TO:	Student Services Co-ordinator
RESPONSIBLE FOR:	The contribute to front-facing support services for the College's students to include course enquiries, admissions and student bursary.
DEPARTMENT :	Student Services
WORK ARRANGEMENTS:	37 hours per week/52 weeks per year

PURPOSE OF THE POST

The post holder will:

1. Deliver outstanding front-facing student services including course enquiries, admissions and student bursary.
2. Deliver outstanding customer service to students, parents, staff, employers and other stakeholders.
3. Strive to achieve consistently outstanding provision.

DUTIES AND RESPONSIBILITIES

1. Work effectively together with classroom based, work based and cross-college colleagues as one team, respecting and valuing each other to deliver outstanding services to students.
2. Deliver a wide range of student services to potential and existing students, to include: course enquiries, applications to the College and the administration of student bursary funds.
3. Work within a multi-functional team, working flexibly to meet individual customer needs.
4. Provide front-facing services to potential and existing students, dealing with enquiries both face to face, by telephone and e-mail and provide a prompt response in line with the service level agreement.
5. Input and process applications to the College in line with the service level agreement.
6. Follow up students who fail to attend for interview or curriculum activity and re-engage them to meet service level KPIs.
7. Log and report the outcomes of interviews for students.
8. Process and administer applications for student bursary in line with the service level agreement
9. Take responsibility for resolving queries in a timely manner.
10. Provide data and reports on enquiries, applications, enrolments and progressions as required.
11. Provide data and reports on usage of all aspects of the student bursary.
12. Refer potential and existing students for appropriate and in depth CEIAG.

13. Support internal and external events promoting the College as the outstanding provider of choice.
14. Work in conjunction with curriculum teams to ensure there is clear communication and agreed actions across all departments.
15. Respond to external and internal requests from students, staff, parents, employers and other stakeholders in a timely manner.
16. Work proactively with cross college colleagues, including the marketing team to ensure information provided to students, staff, parents, employers and stakeholders is accurate.
17. Maintain a range of administrative systems and records relating to College students.
18. Contribute to delivery of other services including Reception and College Post Room cover within the Students Services Team to promote a multi-skilled and flexible workforce.

GENERAL

1. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
2. Promote a positive image of the College and the work that is carried out across its various services.
3. Comply with all legislative and regulatory requirements.
4. Apply the College's own Safeguarding Policy and practices and attend training as requested.
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's equal opportunities policy in all aspects of their duties and responsibilities.
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
7. Take an active role in the health, safety and welfare of students and staff, attending trainings and carrying out health and safety related activities as appropriate to the role.

Person Specification

Post:	Student Services Advisor	Department:	Student Services
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Key Requirements:

	Essential/ Desirable	Assessed
Qualifications:		
Level 3 qualification	E	A
English and Mathematics at Level 2	E	A
Experience:		
Experience of providing high quality customer focussed services within an educational or training setting	E	A/I
Experience of one or more of the services being managed: course enquiries, applications and / or student bursary	D	A/I
Experience of dealing with customer feedback with a proven track record of providing effective solutions	E	A/I
Experience of completing administrative tasks and following processes and procedures	E	A/I
Experience of using a variety of IT applications including databases	E	A/I
Experience of working with varied teams that have differing requirements and needs	E	A/I
Skills/Knowledge:		
Strong organisational and planning skills	E	A/I
Ability to meet tight deadlines and work under pressure	E	A/I
Excellent presentation skills and the ability to provide detailed action plans and recommendations	E	A/I
Excellent customer service skills	E	A/I
Ability to seek advice and referrals to meet student needs as required	E	A/I
Flexibility and a willingness to work in a multi-functional environment	E	A/I
Knowledge of FE, funding and challenges facing the sector	D	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	I
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	I

E = Essential

D = Desirable

A = Application

I = Interview

T = Test

Produced by:	Katie Tarrant	Date Produced:	October 2018
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