

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>0.5 Student Support Advisor</b>
<b>HOURS:</b>	<b>18.5 hours per week across Monday, Tuesday and Friday</b>
<b>REPORTS TO:</b>	<b>Student Support Advisor Coordinator</b>
<b>AREA:</b>	<b>Student Services</b>
<b>GRADE/SALARY:</b>	<b>Scale 3, points 14 to 17, £17,484 to £18,620 pro rata, actual salary £8,742 to £9,310 per annum</b>
<b>CLOSING DATE:</b>	<b>Sunday 1<sup>st</sup> November 2020</b>
<b>POST NO:</b>	<b>SS417</b>
<b>DBS:</b>	<b>Enhanced Disclosure Required</b>

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#### **PURPOSE:**

To develop and maintain an advisory and administrative role in relation to Admissions, Student Finance, Enrolment and cash office payments and provide an effective, flexible frontline service to all College customers.

#### **PRINCIPAL DUTIES:**

1. To maintain a welcoming environment, providing all College customers with accurate and up to date information and advice on all relevant functions within Student Services. To provide support within the service in response to staff absence, caseloads and capacity needs in a specific area.
2. To accurately record customer/student data including: customer contact information, enrolments, full-time applications and processing student finance applications, in line with Data Protection and Confidentiality guidelines.
3. To facilitate the enrolment process and assist customers in the completion of any necessary administration i.e. Learning Agreements, Payment Plans and the issuing of ID cards.
4. To provide support to the automated telephone system
5. To take receipt of customer payments and take responsibility for till reconciliation and end of day batching.
6. To play a key role in the College's retention strategy by contributing to on-programme support.

7. To retain a flexible approach to work (including weekends and evenings on a rota basis and, where required, at other College sites).
8. To adhere to policies, procedures and values of Solihull College & University Centre.
9. To undertake all mandatory training in a timely manner as required e.g. Safeguarding, Prevent.
10. To undertake necessary Health and Safety responsibilities, duties and training as required by this post.
11. To undertake any necessary Data Protection responsibilities, duties and training as required by the post.
12. Such other duties as required which are broadly consistent with the general functions and grading of this position.

#### **EQUAL OPPORTUNITIES:**

Solihull College & University Centre is committed to a comprehensive policy of Equal Opportunities. All employees are required to abide by this policy and ensure its compliance throughout the College.

#### **SAFEGUARDING:**

Solihull College & University Centre is committed to ensuring a safe environment for all students and expects all staff to engage fully with this commitment.

**SOLIHULL COLLEGE & UNIVERSITY CENTRE  
PERSON SPECIFICATION**

**JOB TITLE:** 0.5 Student Support Advisor – 18.5 hours per week

**SALARY:** Scale 3, points 14 to 17, £17,484 to £18,620 pro rata, actual salary £8,742 to £9,310 per annum

**POST NO:** SS417

<b>SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION / TRAINING</b>	<p>Educational attainment of Level 3 qualification (e.g. A Level) or relevant work experience</p> <p>Level 2 qualification in English and Maths or working towards</p>	<p>IT qualification</p> <p>Advice and Guidance qualification</p> <p>Customer Service qualification</p>
<b>RELEVANT EXPERIENCE</b>	<p>Proven ability to use Microsoft Office applications in a professional capacity</p> <p>Cash handling and/or monitoring a budget</p> <p>Proven customer service experience</p>	<p>Work within an FE/HE institution providing Student Services support.</p>
<b>SKILLS/ APTITUDES</b>	<p>Excellent written and verbal communication skills</p> <p>Excellent customer service skills</p> <p>Working to deadlines</p> <p>Accurate and methodical</p> <p>Ability to work effectively both individually and within a team</p>	<p>Ability to communicate with a wide range of individuals including non-native English speakers</p>
<b>OTHER REQUIREMENTS</b>	<p>Flexible approach to work (including evening and weekend working)</p>	

	<p>Able and willing to work across all College campuses as and when required</p> <p>Ability to work under pressure</p> <p>A commitment to the Safeguarding of Young People and Vulnerable Adults and an awareness of the Government 'Prevent' strategy</p>	
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