

Job Description

Position:	Senior Student Support Officer
School/Service:	Student Services & Experience
Reference:	SSE-094/P
Grade:	Grade 6
Status:	Permanent
Hours:	Full-time – 36.25 hours per week 08:45am-5:00pm, Monday - Friday (Some work outside these hours may be required e.g. Open Days, Welcome and Induction events, attending staff development sessions)
Reporting to:	Senior Student Services Team Leader
Responsible for:	Student Advisors, Customer Services Assistants (Reception), Student Funding Advisor, Bursary and Scholarship Advisor and DBS/Hardship Administrators.

Main Function of the Role:

- Provide day to day management to the Student Advisors, Customer Service Assistants (Reception), Student Funding Advisor, Bursary and Scholarship Advisor and DBS/Hardship Administrators, including ensuring rotas are in place for effective service delivery.
- Support the Student Services Team Leader in the management of staff absence and approval of annual leave where appropriate.
- Be proactive in transforming and enhancing the services provided both face to face and online. Implementing new initiatives and exciting opportunities to improve service engagement, delivery and the Student Experience.
- To take the lead on more complex enquiries, informal complaints and hardship appeals, negating the need for these enquiries to be escalated to a more senior manager.
- To be an initial point of contact for customer feedback and complaints, looking to resolve complaints in timely manner.
- Facilitate new means of customers providing feedback, analyse feedback, identify trends and develop resources to support the department. Ensuring the service is student focussed and responsive.
- Supporting the Student Services Team Leader in the developing Specific, Measurable, Achievable, Relevant, and Time-Bound operational action plans and monitoring progress against these.
- To recruit students to support the needs of the service and peak times i.e. enrolment. This will include taking ownership of I-Points and developing this service.

- Deputising for the Student Services Team Leader.

Principal Duties and Responsibilities:

1. Supervise a team of Student Advisors, Customer Service Assistants (Reception), Student Funding Advisor, Bursary and Scholarship Advisor and DBS/Hardship Administrators, working closely with the Student Services Team Leader to support operational management.
2. Deal competently and in a professional manner when dealing with customers who may be demanding, have unreasonable expectations or distressed. The post holder will be expected to support staff with more complex enquiries, taking ownership of such enquiries and providing a response to the customer whilst sharing any gained or new knowledge with colleagues.
3. To respond promptly to students who appeal the decision of the Student Funding Advisor in relation to the Student Support Fund.
4. Act as investigation officer for informal complaints made about the service providing suitable responses within a timely manner. The role will be expected to take ownership of feedback responding to suggestions from customers and developing "You Said We Did" resources.
5. To undertake a full range of administrative duties, using appropriate technologies. Including the maintenance of webpage, social media campaigns and production of promotional materials, and guidance.
6. Working with the Student Services Team Leader use data to inform service delivery.
7. Working with the Students' Union and student focus groups use feedback to inform future service delivery and new initiatives.
8. Develop appropriate services to support non-traditional students and those who study outside of normal working hours. This will include developing services that are accessible both in person and online (blended delivery).
9. Develop new processes to enhance student support including new digital systems that facilitates self-service including but not limited to online knowledge bases.
10. To draft routine letters, prepare standard reports and statistics as required, inputting extracting and manipulating data from spreadsheets, databases and the Student Record system. The post holder will also be expected to review current practices regarding the production of routine communications, with a view of streamlining the processes and investigating, implementing future developments including online requests/self-service production.
11. To perform and monitor standard financial procedures appropriate to the role, which may include tracking financial records, invoicing, purchase orders and reconciliations. Dealing with routine enquiries with external suppliers/contractors.
12. To ensure adequate stocks of consumable products are maintained and develop stock taking procedures for items such as student ID Cards, Lanyards and ID Card consumables.

13. To review, enhance and develop service delivery, the post holder will be expected to make recommendations for service improvements to the Student Services Team Leader/Student Services Manager.
14. To support projects and the project and Operations Manager as appropriate.
15. To operate the University's Student Record system to maintain and review information. To review the use of the Student Record system and its scope for future developments.
16. To deliver staff development sessions, training to both staff and students in relation to the services provided by Student Services. To deliver presentations both face to face and online in relation to the services available to support them throughout their studies.
17. Take responsibility as appropriate for coordinating staff rotas, approving requests for Annual Leave/TOIL ensuring that staffing levels accommodate operational needs.
18. To identify trends in service demand from all customer contacts and to highlight/share this information with the appropriate team and/or line manager to support the accreditation of Customer Service Excellence award.
19. The role will have access to confidential information and must be able to identify when it is appropriate or not for the information to be shared or discussed.
20. Keep abreast of key developments within the sector by attending conferences, workshops and training sessions, and feeding back key information to colleagues.
21. Act as a Senior Designated Safeguarding Champion (SDSC), which training will be provided and to take on the role of Policy Coordinator for the Dignity at Study Policy.
22. Preserve the confidential nature of the services provided to individuals. Working to ensure services meet the needs of customers and full the University's duty of care to others.
23. Ensure a safe working environment and abide by the University health and safety policies and practise and to observe the University's Equal Opportunities policy and Dignity and Work policy at all times.
24. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
25. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes where appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

Person Specification

Position: Senior Student Support Officer		Reference: SSE-094/P	
School/Service: Student Services & Experience		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	GCSE grade A-C, or equivalent standard of education, in English & Mathematics	1	Application Form/ Documentation
1 b)	ECDL qualification or willing to work towards completing the qualification	1	Application Form/ Documentation
1 c)	Honours degree in relevant subject area or equivalent level experience	1	Application Form/ Documentation
2	Skills / Knowledge		
2 a)	Highly Competent in the use of computer technology e.g. Microsoft Office, Word, Excel, Access – other databases, email, Video Conferencing such as MS Teams or Zoom and the internet	1	Application Form/Interview/ Presentation
2 b)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.	1	Application Form/Interview
2 c)	Good verbal communication skills e.g. the ability explain standard service procedures to students and staff at all levels across the University and for the delivery of staff development and training.	1	Application Form/Interview
2 d)	Ability to research and implement changes including; enhancing online service delivery such as Digital Student Services.	1	Application Form/Interview
2 e)	Present information clearly, accurately and concisely to students and staff verbally and in writing	1	Application Form/Interview
2 f)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
2 g)	Excellent organisational skills and ability to use own initiative	1	Application Form/Interview
3	Experience		
3 a)	Previous experience of working in a busy, fast paced and dynamic customer service environment	1	Application Form/Interview
3 b)	Experience of working to deadlines and prioritising work	1	Application Form/Interview
3 c)	Relevant experience of marketing including seeking and responding to feedback, hosting focus groups, and developing services in response to customer insight. Including promoting and raising awareness of services available.	1	Application Form/Interview
3 d)	Experience of successfully working across teams and departments	1	Application Form/Interview
3 e)	Experience of dealing with students, who may be demanding, in a helpful and cooperative manner	1	Application Form/Interview
3 f)	Experience of managing staff or volunteers, either in current or previous employment.	1	Interview/Presentation
3 g)	Previous experience of responding to complaints, without the need to pass to a more senior manager	1	Interview

4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working, delivery of new projects and advancement of service provision	1	Interview/Presentation
4 c)	Work independently without close supervision	1	Interview
4 d)	Able to work as part of a team and cover for other team members in their absence	1	Interview
4 e)	Able to deal effectively with a variety of internal and external customers in a professional manner	1	Interview
4 f)	Sensitive to individual and cultural differences	1	Interview
4 g)	Awareness and adherence to issues of confidentiality	1	Interview
4 h)	Ability to deal calmly with students who may be difficult, distressed and/or demanding, and the ability to support colleagues with this.	1	Interview/presentation
4 i)	Experience of dealing with deadlines and being able to work under pressure and with constant interruptions whilst maintaining high standards and an attention to detail.	1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the services	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required