



## Senior Student Advisor

**Department:**

Student Services, Library and Sport  
Ref: LSS-067/P

**Salary:**

Salary in the range of £25,217 to  
£30,046

**\*Closing date for applications:**

**12:00 noon on 10 September 2021**

Interviews are expected to take place during the week commencing 20 September 2021 or within 4 weeks of the closing date (subject to

An application form, job description and person specification can be viewed on our website: <https://www.bolton.ac.uk/staff-area/professional-services/about-hr/vacancies> or requested by email: [jobs@bolton.ac.uk](mailto:jobs@bolton.ac.uk).

Applicants need to be aware that only a completed application form will be considered, unless it is specifically indicated in an advertisement that a CV will be accepted. Where appropriate, you should include a list of all publications when submitting your application. Please ensure you quote the position reference number on all applications submitted.

If an applicant is interested in more than one vacancy, a separate application must be submitted for each vacancy to ensure that the individual role requirements are addressed.

Candidates must be eligible to work in the UK, for more information please visit <https://www.gov.uk/check-uk-visa>. No agencies.

\*Please note, the University reserves the right to shorten/extend the closing date of any position where a high/low volume of applications are received.

### Are you interested in joining the number one University in Greater Manchester for student satisfaction?

An exciting opportunity has arisen within Student Services for an enthusiastic, dynamic and motivated Senior Student Advisor. We are looking for an individual with a "can-do" attitude who has experience of supervising staff and delivering and enhancing information, advice and guidance services.

The post holder will supervise a team of Student Advisors and Customer Service Assistants who provide a frontline service to applicants, students, staff and visitors. The Student Advisors work across the campus providing support to applicants, students and graduates, this includes both academic and pastoral support. The Customer Service Assistants are employed to work on the Main Reception and are often the first point of contact for all visitors and dignitaries attending the university. Both teams support University events including but not limited to graduation, open days and enrolment.

The post holder will require strong interpersonal skills, they will need to build effective, positive and professional relationships both within and external to the University.

You should be committed to working with a diverse student population and be able to demonstrate that you can design, implement and evaluate new initiatives to enhance student support. The services are busy, fast paced and dynamic and have to react quickly to internal and external factors which change service delivery. We are looking for a candidate who is exceptional customer service skills and for a candidate who has experience of resolving complaints.