

Student Support Officer - Student Services - Grade E

Job Description

Purpose

To provide a consistently high level of customer service, supporting 1st and 2nd line queries, covering all aspects of university life. Resolving all queries in a timely, accurate and professional manner. Proactively solving problems and issues to support the day-to-day function of the team.

Duties

Main Duties and Responsibilities

1. To respond to, understand and use own initiative to support 1st and 2nd line customer support queries in a timely manner by telephone, email, or in person, logging information in a clear and accurate manner.
2. To understand and provide advice and guidance on all aspects of university life including enrolment processes for all students, student finance, visa and immigration, library, IT and student support and wellbeing, referring complex support queries to 3rd line or the appropriate professional service, conducting 1-2-1 appointments where required.
3. Operate within written procedures and processes for short term loans. To understand and have a good knowledge base for internal and external financial support, such as Access to Learning Fund, Student Finance England, and any other funding beneficial to the student.
4. To create and maintain appropriate records including the monitoring and updating of Access to Learning Fund applications undertaking ALF assessment calculations in line with agreed guidelines, referring to senior staff members where necessary.
5. To support new staff and all 1st line staff, including the facilitation of training, operating a buddy system, and responding to support needs as necessary.
6. To support the review of front-line business processes, ensuring consistency and high quality in our service delivery which meet students' needs and demand.
7. To ensure that you are working in a way that is compliant with UKVI, undertaking the processing of visa extension's and facilitating appointments and advice where necessary.
8. To monitor day to day maintenance of the office and service desk, ensuring all software/hardware is working and any faults are reported and resolved in a timely manner. Prioritising own workload and that of the team to ensure that targets are met within the agreed timescales.
9. To support key activities which ensure the team meet business need and are flexible enough to adapt as the business changes. This will include but is not limited to support for all aspects of student wellbeing, open/applicant days, welcome, student recruitment activities and student communications.

10. Provide support for the student support drop-ins, ensuring that students are advised accurately, that follow up actions are completed in a timely fashion and that students are referred to internal/ external organisations where appropriate.
11. Promote the specialist services through presentations and drop-in sessions across campus and using our social media presence to interact with and inform students. Maintaining stock levels of all internal and external promotional materials.
12. To provide administrative support including but not limited to updating website information, managing social media, developing user guides, bursary applications forms and support information, administration of loan cheques, production of council tax certificates, bank letters and other documentation required by students to support their time at UCLan.
13. Ensure compliance with relevant data protection legislation and manage sensitive data and information appropriately and in line with university policies and procedures.
14. To understand and work in accordance with UCLan's values and commitments.
15. Staff will be required to work on a rota basis, covering 5 out of every 7 days (or pro-rata for part time staff), which will include evening and weekend working. Staff may be required, from time to time and on an ad-hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
16. Such other duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience in a busy customer facing, helpdesk, or 2nd line support role (Application/Interview).
- Experience of where multiple systems have been used to deliver a service under pressure (Application/Interview).
- Knowledge of student financial support arrangements (Application/Interview).
- A 'Levels or equivalent post-secondary qualifications, or relevant industry experience and Math's and English to GCSE level or equivalent (Application/Interview).
- Excellent IT literacy (Application/Interview).
- Proven ability to analyse and solve customer support queries in a timely manner, working sensitively with students and staff who may present in a distressed or emotional state (Application/Interview).
- Ability to analyse and solve in-depth international student support queries and problems (Application/Interview).
- Ability to plan, prioritise and organise own workload and that of others (Application/Interview).

- Ability to liaise with and co-ordinate the activities of customers and colleagues (Application/Interview).
- Participate and work effectively as a member of a team (Application/Interview).
- Excellent customer service skills and ability to communicate effectively in various scenarios with customers and colleagues (Application/Interview).
- Commitment to personal and professional development (Application/Interview).
- Demonstrate a flexible approach to work and working hours (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in a further or higher education environment (Application/Interview).
- Recent experience in providing support to deliver a busy student information service (Application/Interview).
- Experience of cash handling/reconciliation processes (Application/Interview).
- Knowledge of and the practical use of UCLan systems that staff, and students utilise (Application/Interview).
- Knowledge and or experience of in any of the following areas Tier 4 student visa applications and immigration, student finance and wellbeing issues that students encounter (Application/Interview).
- Excellent presentation skills (Application/Interview).
- Experience of delivering training and writing /reviewing processes and procedures (Application/Interview).