

## Student Support Advisor - Student Support - Grade D

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### Job Description

#### **Purpose**

To provide a consistently high level of customer service, supporting 1st line queries, covering all aspects of University life. Resolving all queries in a timely, accurate and professional manner.

#### **Duties**

1. To respond to, understand and use own initiative to solve 1st line customer support queries in a timely manner by telephone, email, or in person and 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, IT and student support and wellbeing, referring on complex support queries.
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 the Hardship Fund, Student Finance England, and any other funding beneficial to the student.
4. To process short-term loan applications within agreed guidelines and thresholds, working at all times in line with the University's Financial Regulations.
5. 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.
6. Assist with the promotion of Student Support and its specialist services, providing support for presentations and drop-in sessions across campus, using our social media presence to interact with and inform students. Maintaining stock levels of all internal and external promotional materials.
7. To provide basic clerical support including but not limited to updating website information, managing social media, production of council tax certificates, confirmation of study letters and other documentation required by students to support their time at UCLan.
8. To support and participate in testing of new service offerings, changes to existing services, and service improvement initiatives, assisting with the development of user guides and support information to help with team and individual development and learning.
9. Ensure compliance with relevant data protection legislation, manage sensitive data and information appropriately and in line with university policies and procedures.
10. 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 also 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.

11. Such other duties as may reasonably be associated with the grade and a role of this nature.
12. To understand and work in accordance with UCLan's values and commitments.

#### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Experience in a busy customer facing, helpdesk or support hub environment (Application/Interview).
- Educated to A level or have relevant experiential learning (Application).
- Excellent IT literacy (Application/Interview).
- Excellent customer service skills (Application/Interview).
- Ability to communicate effectively in various scenarios with customers and colleagues. Proven ability to analyse and solve customer support queries in a timely manner (Application/Interview).
- Ability to liaise with and co-ordinate the activities of customers and colleagues (Application/Interview).
- Customer Focused - Outgoing and willing to take responsibility for resolving students queries with assistance from 2nd line support and colleagues across the university (Application/Interview).
- Good team player and ability to work on own initiative when required (Application/Interview).
- Good administrative skills including ability to plan, prioritise and organise own workload (Application/Interview).
- Attention to detail with the ability to accurately record/ retrieve information (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).
- Commitment to personal and professional development (Application/Interview).
- Demonstrate a flexible approach to work and working hours (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail and Trust, 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).
- Practical experience in the use of UCLan systems that support students and staff (Application/Interview).
- Experience of cash handling/reconciliation processes (Application/Interview).
- Educated to degree level or higher Diploma standard or relevant experiential learning (Application/Interview).

- Knowledge 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 and/or knowledge base of financial support internal and external providers (Application/Interview).