Student Support Advisor – Student Services – Grade D

Job Description

Purpose

The post holder will provide a consistently high level of customer service, including handling first line queries and covering all aspects of university life. They will proactively resolve all queries in a timely, accurate and professional manner to support the day-to-day function of the Student Support team and wider Student Services teams. They will also contribute to maintaining efficient administration systems to support the provision of service in Student Support.

Duties

1. To respond, understand and use own initiative to solve first 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 provide advice and guidance on all aspects of university life including student finance, visa and immigration, disability and inclusivity, and mental health and wellbeing, referring on complex support queries as appropriate.

3. To understand and have a general knowledge of departments and services at the University to effectively resolve student queries or to refer queries into specialist services where necessary.

4. To create and maintain appropriate records of student information and interactions using relevant IT systems to facilitate service delivery.

5. Supporting key activities to ensure the team meets evolving business needs, including student wellbeing, open days, welcome events, student recruitment, and communications.

6. Promote the Student Support team and specialist Student Services through presentations and drop-in sessions across campus, while maintaining stock levels of promotional materials.

7. Provide administrative support, such as updating website information, assisting with the development of process documents and user guides, administration of disability and inclusivity records, disclosures, and supporting documentation to ensure students receive appropriate assistance throughout their time at the University.

8. Ensure compliance with relevant data protection legislation, manage sensitive data and information appropriately and in line with University policies and procedures.

9. 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.
10. 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 similar role and the ability to provide excellent customer service by proactively collaborating with customers and colleagues to resolve issues efficiently (Application/Interview).
- GCSE Maths and English at grade C/4 or above or equivalent experiential learning (Application).
- Good IT literacy and administrative skills, demonstrating attention to detail with an ability to accurately record and retrieve information (Application/Interview).
- Able to participate and work effectively as a member of a team whilst also being able to work unsupervised where necessary using decision making skills and own initiative (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, 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 and providing support to deliver a busy student information service (Application/Interview).
- Knowledge and/or experience of University systems used by staff and students (Application/Interview).
- Awareness and/or experience of disability, financial, wellbeing and/or international student support services in higher education (Application/Interview).
- Experience of delivering events and/or presentations (Application/Interview).