

## **J o b D e s c r i p t i o n**

|                                       |                                                                                                                                                                                                     |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position:</b>                      | Student Advisor                                                                                                                                                                                     |
| <b>School/Service:</b>                | Student Services & Experience                                                                                                                                                                       |
| <b>Reference:</b>                     | SEE-078/P                                                                                                                                                                                           |
| <b>Grade:</b>                         | Grade 4                                                                                                                                                                                             |
| <b>Status:</b>                        | Fixed-term contract - 12 months                                                                                                                                                                     |
| <b>Hours:</b>                         | 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) |
| <b>Reporting to:</b>                  | Student Services Manager                                                                                                                                                                            |
| <b>Main Function of the Position:</b> |                                                                                                                                                                                                     |

- To provide a first point of contact for enquiries from prospective and current students relating to personal and academic matters, providing information and advice to students in a variety of ways.
- To work as part of the team in Student Services to deliver effective student support.
- To accurately record and document all interactions with customers whilst identifying opportunities for more effective working practices within Student Services.
- To provide a customer focussed and professional advisory service to both internal and external service users.
- Undertake administrative tasks in support of the above and in support of the wider Student Services department.

### **Principal Duties and Responsibilities:**

1. Deal competently and in a professional manner when dealing with customers.
2. To provide students with information, advice and guidance regarding student funding, financial support, disability support, international student support, triaging enquiries and referring those that are more complex to specialist student support teams, as required.
3. Utilise a range of technologies to support students who may be seek support virtually, this could include delivery of information, advice and guidance through webinars, workshops, online appointments and online chat/drop-ins.
4. To undertake a full range of administrative duties, using appropriate technologies. Including the maintenance of webpages and production of promotional materials, and guidance.

5. To draft routine letters, prepare standard reports and statistics as required, inputting extracting and manipulating data from spreadsheets, databases and the Student Record system.
6. To perform and monitor standard financial procedures appropriate to the post, which may include tracking financial records, invoicing, purchase orders and reconciliations. Dealing with routine enquiries with external suppliers/contractors.
7. To provide effective administration of the Student Support Fund (SSF) and a wide range of other bursaries and scholarships, processing applications and arranging payments, including providing advice to applicants, students and staff on these funds.
8. Undertake the role of SSF assessor, making recommendations of financial support for applicants to the Student Support Fund.
9. Provide information, advice and guidance on disability support including mental health support, including supporting eligible students with the process of applying for Disabled Student Allowance and referring more complex enquiries to specialist staff.
10. Support other areas of the department such as International Student Support, Disability Team and Student Mental Health Team with administrative processes as required.
11. To maintain records and other systems as required, observing the correct procedure and or policies.
12. 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.
13. To deliver staff development sessions, training to both staff and students in relation to the services provided by Student Services. This can include supporting with student inductions.
14. To provide cover and support for Main Reception at peak times during the year.
15. 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.
16. The post holder 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.
17. Undertake such as duties as may reasonably expected within the scope and grading of the role.
18. To work flexible as part of the Student Services team, working across other teams and supporting other departments such as Reception, Life Lounge, Queens Specialist Building, Greater Manchester Business School, Institute of Medical Sciences and working evenings and weekends when required to assist with open days and enrolment periods.
19. Work flexibly and support other services at peak times in Student Services, as directed by the Student Services Manager.

20. Attend and participate in work related training and staff development activities, which may take place off campus.
21. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
22. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
23. 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.

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 were 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

|                                         |                                                                                                                                                                                                         |                             |                                          |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------------|
| <b>Position:</b> Student Advisor        |                                                                                                                                                                                                         | <b>Reference:</b> SSE-078/P |                                          |
| <b>School/Service:</b> Student Services |                                                                                                                                                                                                         | <b>Priority (1/2)</b>       | <b>Method of Assessment</b>              |
| <b>Criteria</b>                         |                                                                                                                                                                                                         |                             |                                          |
| <b>1 Qualifications</b>                 |                                                                                                                                                                                                         |                             |                                          |
| 1 a)                                    | GCSE grade A-C, or equivalent standard of education, in English & Mathematics                                                                                                                           | Priority 1                  | Application Form/ Documentation          |
| 1 b)                                    | ECDL qualification or willing to work towards completing the qualification                                                                                                                              | Priority 1                  | Application Form/ Documentation          |
| 1 c)                                    | NVQ qualification in Customer Services or Information Advice and Guidance or Business Administration or a willingness to work towards completing the qualification.                                     | Priority 2                  | Application Form/ Documentation          |
| 1 d)                                    | Honours degree in or equivalent level experience                                                                                                                                                        | Priority 2                  | Application Form/ Documentation          |
| <b>2 Skills / Knowledge</b>             |                                                                                                                                                                                                         |                             |                                          |
| 2 a)                                    | 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                           | Priority 1                  | Application Form/Interview/ Presentation |
| 2 b)                                    | Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.                                                                                               | Priority 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. | Priority 1                  | Application Form/Interview               |
| 2 d)                                    | A methodical approach, an aptitude for accuracy and attention to detail                                                                                                                                 | Priority 1                  | Application Form/Interview               |
| 2 e)                                    | Present information clearly, accurately and concisely to students and staff verbally and in writing                                                                                                     | Priority 1                  | Application Form/Interview               |
| 2 f)                                    | Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure                                                                                     | Priority 1                  | Application Form/Interview               |
| 2 g)                                    | Able to arrange and minute meetings                                                                                                                                                                     | Priority 2                  | Application Form/Interview               |
| 2 h)                                    | Excellent organisational skills and ability to use own initiative                                                                                                                                       | Priority 1                  | Application Form/Interview               |
| <b>3 Experience</b>                     |                                                                                                                                                                                                         |                             |                                          |
| 3 a)                                    | Previous experience of working in a busy, fast paced and dynamic customer service environment                                                                                                           | Priority 1                  | Application Form/Interview               |
| 3 b)                                    | Experience of working to deadlines and prioritising work                                                                                                                                                | Priority 1                  | Application Form/Interview               |
| 3 c)                                    | Relevant administrative experience working in Higher Education                                                                                                                                          | Priority 2                  | Application Form/Interview               |
| 3 d)                                    | Experience of successfully working across teams and departments                                                                                                                                         | Priority 1                  | Application Form/Interview               |
| 3 e)                                    | Experience of dealing with students, who may be demanding, in a helpful and cooperative manner                                                                                                          | Priority 1                  | Application Form/Interview               |

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