

General Details	
Job Title	Student Services Officer
Vacancy no.	VN929
Department	Student Services
Reporting to	Student Services Lead
Responsible for	No direct reports
Place of work	Telford College (Haybridge and Station Quarter, Telford Town Centre)
Tenure	Permanent
Hours/FTE	37 hours a week
Working Weeks	52.14 weeks
Salary	£25,580
Terms & Conditions	Business Support

Interviews will be held once we have a suitable number of applications, so please apply early for this position.

Moral Purpose – Students first – a belief that all students can achieve and an unwavering commitment to pursue achievement for all.

ROLE PROFILE

The Role

To play an integral part of the Student Services team having direct involvement and responsibilities for student processes including grants, bursary, bus passes, reception, enquiries, information & guidance, progression, interviews, applications and admissions.

Main duties and responsibilities

The successful applicant will be expected to:

General

- Efficiently and accurately process, track and monitor all relevant Student Services processes including bursary, enquiries, reception, applications, interviews, admissions, IAG, careers and via Pro Solution, paper base, email or telephone in a timely manner.
- Be fully conversant with all Student Services processes as outlined above.
- All duties to be performed and completed in line with the Student Services, Service Level Agreement.
- Contribute proactively to meeting college targets including increasing student numbers, improving retention and bursary take up rates.

Bursary

- Be responsible for all grants and bursary processes in respect of full time and part time applications.
- Provide advice for Care to Learn Students when necessary.
- Monitor grants and bursary applications.

- Acquire income data and other information relating to student applications as necessary in line with relevant policies in a timely manner.
- Attend training and meetings to keep up to date with current procedures and legislation as required.
- Support learners accessing termly bus passes.
- Maintain an up-to-date knowledge of the FSM and bursary eligibility criteria as published by the Department for Education and ensure compliance.
- Provide a comprehensive front of house service and undertake promotional activities as requested by the line manager.
- Raise awareness amongst students and parents of support available, and promote applications for bursary and grant applications.

Interviews

- Ensure the smooth running of the entire interview process including, contacting students, organising interview appointments, providing relevant communications to applicants, reviewing / updating Prosolution and keeping internal staff updated.
- Monitoring of Prosolution to ensure applications move through the process efficiently and without delays.

Enquiries

- Be responsible for all enquiries irrespective of their mode, phone call, email, face to face etc.
- Daily monitoring of Prosolution to ensure website enquiries are dealt with speedily and promote applications as a result of enquiries.
- Deal with all student/customer enquiries coming into the team and wider department.
- Play a significant role in the development of improving the college's customer journey from awareness to internal progression.

Information and Guidance

- Be fully conversant with enhanced IAG for all areas to provide high quality advice including progression routes and options for students' next steps.
- Contact students as necessary in a professional and confidential manner to collect and pass on relevant information.
- Deal with enquiries from potential applicants, giving high quality IAG and promoting applications to suitable courses.

Progression

- Take a lead role in the operational aspect of internal progression process of students within the college ensuring that college targets for student numbers are met.
- Contribute to enrolment, New Students Day, induction, taster and open events.

Reception

- To maintain a polite and friendly initial point of contact for visitors to the college.
- Ensure that any enquiries made at reception, by phone or by email by visitors, parents, staff or students are dealt with promptly and directed to the appropriate person or location.

- Safeguard students by ensuring that all visitors sign in and out of the site, are issued with visitor badges and understand the need to be accompanied at all times if appropriate.
- Conducting ID checks of visitors if required.

Student Services

- Provide high level of support and customer service to each person at all times.
- Meet all service level agreements and targets outlined by the manager/department.
- Understand Student Services policies and equality and diversity procedure, reviewing and updating as necessary.
- Undertake any other duties commensurate with grade of the post as may be required by your line manager at your initial place of work, or at any other premises which the college currently has or may subsequently acquire.
- Give assistance at college functions including, but exclusive, open events, schools, tasters and enrolment. This may include some weekend and evening work.
- Comply with all college procedures and policies.
- Work closely with internal staff including Learner Managers and tutorial staff to ensure all eligible financial assistance is provided to students who are in need.

Other Corporate Responsibilities

- Reflect the vision, mission, aims and values of the College.
- Always strive for continuous improvement in your professional practice and delivery of outcomes.
- Commit to the safeguarding and promotion of the welfare of children, young people and vulnerable adults.
- Demonstrate a flexible and willing approach to ad-hoc tasks
- Participate in the College's Performance Development Review and engage in continuous professional development.
- Support enrolment procedures as appropriate and cover for absent colleagues as appropriate.
- Be compliant with Data Protection Act arrangements and confidentiality.
- Identify the financial, health and safety, equality, safeguarding, confidentiality or other risks associated with the post's sphere of responsibility and to define and take positive action to manage these risks.
- Carry out such other duties as may reasonably be required from time to time.

This role profile is current as the date shown. It is liable to variation to reflect changes in the role, priorities and circumstances.

PERSON SPECIFICATION

EVIDENCE KEY

A =	Application
I =	Interview
R =	References
T =	Test
P =	Presentation
C =	Certificate
Or a combination	

	Essential ✓	Desirable	Evidence A/C
Qualifications			
1. Five Level 2 qualifications including maths and English (GCSE A*-C, or equivalent)	✓		I/A
2. A levels or Level 3 qualifications		✓	I/A
Experience			
3. Experience of an education business support role such as those mentioned in the duties & responsibilities section and in particular financial support for students	✓		I/A
Skills			
4. Good level of IT skills and the ability to use technology to streamline workloads	✓		I/A
5. Excellent interpersonal skills and the ability to communicate effectively with people on all levels in a friendly, approachable and professional manner	✓		I
6. High level of attention to detail and accuracy in all work undertaken	✓		A/I/R
7. Discreet, diplomatic and able to handle work of a highly confidential nature	✓		A/I/R
8. Able to work calmly under pressure, multi-task and manage a diverse workload	✓		A/I
9. Self-motivated and proactive with an ability to demonstrate initiative	✓		I
10. Ability to problem solve and find effective solutions	✓		I
11. Excellent time management skills and the ability to prioritise tasks and deal with competing priorities	✓		I/A
12. Excellent organisational skills and a commitment to developing efficient processes across Student Services	✓		I/A
13. Ability to achieve demanding targets	✓		I/R
14. Ability to work in a pressurised environment to achieve clearly defined targets and deadlines	✓		I/A
15. Ability to understand and analyse relevant data to drive the performance of Student Services	✓		A/I/R

16. Develop and maintain professional internal and external relationships relevant to the role	✓		I/R
17. An understanding of and commitment to diversity and equality of opportunity	✓		I
18. Delivery of high levels of customer service	✓		A/I/R
19. Value learners as individuals	✓		I
20. Sensitivity in meeting the needs of students and, confidentiality at all times	✓		A/I/R
21. A positive, can-do attitude and approach to daily workload	✓		I
22. A team player who builds effective professional relationships			I
Other relevant attributes	✓		I
23. Committed to the values of the college and can demonstrate an ability to work within these values			
24. Commitment to continuous professional development	✓		I
25. Suitability to work with children and/or vulnerable adults	✓		A/R
26. An understanding of and commitment to diversity and equality of opportunity	✓		I
27. Knowledge and/or competencies of health and safety as relevant to the post and a commitment to safeguarding the health and safety of learners and others	✓		I

ADDITIONAL INFORMATION

Conditions of Appointment

All Appointments to the College are subject to:

- Verification of relevant qualifications
- Receipt of references considered suitable by the College
- Verification that you are legally permitted to work in the United Kingdom
- Disclosure & Barring Service (DBS) Checks

The College's policy is to have an enhanced disclosure check for all posts. As an organisation using the Disclosure & Barring Service (DBS) to assess applicants' suitability for positions of trust, the College complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed. The College has a written policy on the recruitment of ex-offenders which is available from Human Resources.

Equality and Diversity

The College is an equal opportunities employer and encourages applications from all sections of the community.

The College welcomes applications from persons with disabilities and will interview any person with a disability who meets the essential criteria for the role as outlined in the person specification.

Safeguarding

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

Location

The postholder will be required to carry out their duties on the College premises.

