

JOB DESCRIPTION	
Department:	The Language Gallery HE Student Services
Position:	Student and Academic Support Officer
Reporting to:	Student Services Manager
Reviewed:	Academic Director - Sept 2022
<p>The Language Gallery HE Values are:</p> <p>To offer equal opportunities for all staff and students, celebrating multi-culturalism and tolerance, to achieve academic excellence.</p>	
ROLE SUMMARY	
<p>The Student and Academic Support Officer will be engaged in performing a clearly defined range of front-facing customer service and administrative tasks. The role holder will have excellent customer service to enhance the experience of TLG HE for all students as well as internal and external stakeholders.</p> <p>This is the first and last point of contact for all students studying at TLG HE. The role holder will work collaboratively with other student support officers as a team to provide basic advice and referral to students. This position shall be the first point of contact for individual students, be responsible for the provision of day-to-day enquiry handling, and offer advice and support at the front desk. The Student and Academic Support Officer ultimately acts as a referral point, to provide students with support, guidance, information, and impartial, confidential advice. This role is a part of TLG HE administration, which reports into the Student Services Manager.</p> <p>The post holder will participate in team meetings and any training required and work with a hands-on approach to ensure, together with the other Team Members, the administration of TLG HE is smooth and fully compliant.</p> <p>The pillars of TLG HE are:</p> <ul style="list-style-type: none"> ● Student recruitment ● Student retention ● Student progression ● Student and staff satisfaction <p>As part of the Global University Systems Group, we promote a Student Focus, Communication, Collaboration, Respect, Competence, Collaboration, Integrity, and Entrepreneurship.</p> <p>All of these are reflected in all staff members day to day activities.</p>	

ROLE RESPONSIBILITIES	PERFORMANCE MEASURES
<p>Reception services To typically include but not be limited to:</p> <ul style="list-style-type: none"> • Reception or Front of house function when required. • To act as first point of contact for all students, answering phone calls / emails / conducting one on one meetings. • Dealing with student/visitor queries, conducting premises tours and referring to other members of staff where necessary. • Assist and welcome staff/students/visitors to the school. • Keep the reception area/ and assist in keeping the school, a professional and welcoming space. 	<ul style="list-style-type: none"> • Excellent customer feedback regarding front-facing customer service activities • Professional and welcoming appearance of self and centre • All calls and emails are handled professionally and promptly within 24 hours (48 at peak periods)
<p>Administrative Assist in keeping school-essential administration up to date, to typically include but not be limited to:</p> <ul style="list-style-type: none"> • Assist in the maintenance of accurate student records on relevant databases and CRMs. • Provide students with operational information when required and ensure they are up to date with any internal changes, such as class locations, documents they must complete, obtaining ID cards etc. • Issue ID cards and certificates. • Update and monitor students' attendance, sending warning emails, generating, and sending reports with students who have poor attendance to the Academic Board. • Assist in producing regular school paperwork, timetables, registers, schemes of work, photocopying, etc. • Issue relevant student letters. • Carry out class spot-check to avoid absences, forgery and students leaving early 	<ul style="list-style-type: none"> • Accuracy in filing and data input to be at no less than 95% • Submission and completion of regular tasks to be on time, done correctly and according to company policies where applicable. • Compliance with regulations • Behaves in line with TLG HE's policies, rules, and internal guidelines. • Compliance with GDPR
<p>Group administration. To typically include but not be limited to:</p> <ul style="list-style-type: none"> • Assisting with students' financial record keeping • Assisting the Admissions Team with the issuance of letters and the recording of information on databases • Taking minutes at Board and other academic meetings 	<ul style="list-style-type: none"> • Excellent staff and student feedback • Accuracy in filing and data input to be at no less than 95% • Compliance with UKVI/BC regulations
<p>Academic Staff Assistance To typically include but not be limited to:</p> <ul style="list-style-type: none"> • Assist tutors in producing classroom associated paperwork and materials. • Assist in uploading lectures and materials to relevant platforms. • Participate in team meetings taking minutes. • Ad hoc support to tutors, Programme Leaders or other academic staff as required 	<ul style="list-style-type: none"> • Excellent staff and student feedback

<p>Student Focused Support To typically include but not be limited to:</p> <ul style="list-style-type: none"> • Provide outstanding levels of service and professionalism offered to students at all times. • Continuously strive for excellence in relation to student experience at TLG HE • Keep up to date with changes internally or within the external education market that may affect your role e.g., changes to UKVI guidelines or Student Finance • Seek ways to improve current processes. • Treat students and staff with respect and courtesy • When dealing with issues fact find effectively to refine and improve existing services • Nurture and value relationships within Student Support Team, fostering an amicable and cooperative environment. • Safeguard and ensure the welfare of young persons and adults at risk and report potential issues to the DSL. • Comply with H&S regulations within the building. • Schedule and carry out health and safety monitoring and report on potential risks and hazards. 	<ul style="list-style-type: none"> • Excellent staff and student feedback • Checked on by SSM
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KNOWLEDGE, SKILLS AND EXPERIENCE (Job-specific)

	Essential	Desirable
Qualifications & Education	<ul style="list-style-type: none"> • C1 level writing/speaking 	<ul style="list-style-type: none"> • Level 3 qualifications / or related training to this role
Knowledge, Skills & behaviours	<ul style="list-style-type: none"> • A friendly, polite, and helpful attitude in all social interactions • Personal flexibility and reliability • Ability to communicate across language and cultural barriers. • Ability to build good relationships with internal staff. • Good working knowledge of Office 365 • Good knowledge of databases and record keeping 	<ul style="list-style-type: none"> • Experience using Teams and SharePoint • Experience with CRMs such as MyPage and Canvas
Experience	<ul style="list-style-type: none"> • Experience in customer service / administrative role 	<ul style="list-style-type: none"> • Teaching or teaching assistance

- The above duties will inevitably change as TLG HE evolves. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from Group-level strategies. The postholder will be expected to work closely with all TLG departments and centers and may be asked to undertake different or additional duties in line with business requirements at the request of their line manager.
- There is an expectation that all employees will maintain the values of the Group and will comply with the code of conduct as well as equality and diversity, health and safety and safeguarding policies.

- There may be an occasional need to undertake business travel between other sites within London and across the UK.

I confirm that I have read, understand, and accept the Role Responsibilities as identified above; and acknowledge that this Job Description is subject to change in line with the Business requirements in place from time to time.

Signature:

Date: