

## Job Profile

<b>Job title</b>	Student Services Officer		
<b>Division/dept.</b>	Student Services Team		
<b>Annual Leave</b>	25 days + bank holidays		
<b>Standard working hours</b>	Monday to Friday (40 hours per week) in College	<b>Start date</b>	ASAP
<b>Reports to</b>	College Manager	<b>Location</b>	UKIC – University of Kent
<b>Remuneration</b>	£24,000	<b>Bonus</b>	-
<b>Job purpose</b>			
<p>We are looking for a Student Services Officer to join our growing Student Services team. The person appointed will be required to provide a high quality &amp; effective professional service to both staff and students, hold strong interpersonal skills, and have the ability to handle a wide range of tasks.</p>			

<b>Main duties and responsibilities</b>
<p><b>Student Support</b></p> <ul style="list-style-type: none"> <li>• Working on the Reception desk, providing a professional and efficient frontline service</li> <li>• Handling first point of contact enquiries in person, over the telephone &amp; by email in a timely manner</li> <li>• Providing basic student welfare services within the College, including to those with disabilities and/or specific learning differences</li> <li>• Producing documentation requested by students, such as letters and results notifications</li> <li>• Producing &amp; sending out routine correspondence as required, such as key information, important dates &amp; pre-arrival communication</li> <li>• Supporting the planning, preparation and delivery of Induction, Registration &amp; Re-Registration events (online / face to face)</li> <li>• Assisting the careers team to enhance student employability</li> <li>• Assisting with the creation and delivery of student social activities</li> <li>• Producing, updating &amp; maintaining electronic student files</li> <li>• Being a main point of contact for assisting with marketing requirements and student ambassadors</li> <li>• Assisting with the monitoring of students under the age of 18, including daily registration</li> <li>• Monitor student attendance, recording, reporting and acting as appropriate and in accordance with UKVI regulations</li> <li>• Ensuring all staff have completed registers to support attendance monitoring process</li> <li>• Collate and maintain information relating to Mitigating Circumstances &amp; Extensions</li> </ul>

**General**

- Attend and take minutes at designated College meetings
- Management meeting updates include: pre-arrival numbers / status & peer connections
- Design, in consultation with the College Manager, the provision of student pre-arrival information and webinars.
- Delivering pre-arrival support for students and induction events. Ensuring all students matriculate on time. Updating student database with arriving students.
- Devise, in consultation with the College Manager, the student induction programme per major intake, ensuring that students know about local transport, shopping facilities, how to register with a doctor and how to open a bank account
- Liaise with external agents, Admissions colleagues and Student Ambassadors
- Peer connection process
- Assisting other College Services Departments as required
- Referring specialist enquiries accurately and effectively to the appropriate department
- Dealing with confidential information / material & ensuring the safekeeping of such documents
- Ensuring college
- policies, procedures & obligations are adhered to in regards to safeguarding requirements & referring any concerns appropriately
- Assisting with the collection/collation of student feedback
- Developing a key understanding of the College & University policies & procedures
- Assisting with the reporting of issues with college facilities
- Occasional out of hours work during peak periods such as Registrations and Welcome Weekends
- Proactively undertake staff development necessary for the effective performance of the role

This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes. Occasional evening and weekend work will be required, for which Time Off in lieu will be accrued.

Person Specification	ESSENTIAL	DESIRABLE
Statutory Requirements	<ul style="list-style-type: none"> <li>• Eligibility to work in the UK</li> <li>• Satisfactory enhanced DBS disclosure</li> </ul>	
Qualifications		<ul style="list-style-type: none"> <li>• Undergraduate Degree</li> <li>• Information, Advice &amp; Guidance / Counselling qualification</li> <li>• Current First Aid qualification</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Experience of providing face to face customer service</li> </ul>	<ul style="list-style-type: none"> <li>• PA/Reception experience</li> <li>• Experience of working in the Education sector</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of working in a busy, office-based administrative role</li> <li>• Ability to use diagnostic skills to quickly and efficiently identify needs</li> <li>• Ability to prioritise workloads in the face of conflicting demands</li> <li>• Awareness of confidentiality, data protection &amp; safeguarding</li> <li>• Microsoft Office skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with international students/non-English speakers in a professional setting</li> <li>• Basic knowledge of Student Visa Route regulations</li> <li>• Knowledge of relevant university &amp; external services utilised by students</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Sympathetic approach to international students &amp; different cultures</li> <li>• Customer focused</li> <li>• Calm under pressure</li> <li>• Excellent interpersonal skills</li> <li>• Ability to be objective &amp; confident when relaying decision outcomes</li> <li>• Team player</li> <li>• Assertive &amp; positive attitude</li> <li>• Problem-solver</li> </ul>	

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*OIEG is committed to safeguarding and promoting the welfare of children. As part of our Safer Recruitment Policy you will be asked to explain any gaps in your work and education history. You will also be required to undergo a DBS Enhanced Disclosure check and provide the contact details of at least 2 referees, who will be asked specifically if they have any concerns about your suitability to work with people under 18. Evidence of eligibility to work in the UK must be provided at interview stage.*

*This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.*