

JOB DESCRIPTION

JOB TITLE: Student Services Officer (Advice & Guidance)

REPORTS TO: Student Services Manager

OVERALL PURPOSE OF JOB:

To provide a supportive, professional and approachable central point of contact to students, potential students and other stakeholders.

Riseholme College includes the Bishop Burton College campus and the post-holder may be required to carry out duties at both campuses.

The following list of duties and responsibilities is not meant to be exclusive. It should be taken as an indicator of the type and level of activity expected of this post. The list does not represent either priorities or frequency of tasks and should be regularly updated by the post holder in consultation with and agreement of their line manager.

MAIN TASKS:

1. Provide support, information, advice and guidance to students on a range of welfare concerns.
2. To organise, assist facilitation of and report on college themed weeks eg, Health & Respect Week, Equality & Diversity Week
3. Administer Student Support funds, for example, Further and Higher Education Hardship/Bursary Funds and liaise with students, college staff, parents/guardians in relation to providing financial support.
4. Provide support for college events, eg enrolment, induction and open events.
5. To respond to all lines of enquiry in a professional and timely manner and liaise with other college departments in order to resolve queries.
6. To keep accurate and accessible central records where appropriate in a variety of formats.
7. Refer students to specialist support services where appropriate.
8. Cash handling and recording of relevant financial information.
9. Update information for students in a variety of formats to ensure currency and promotion of services.
10. Provide support and co-ordination for student engagement events such as forums.
11. Perform other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

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. All staff therefore have a responsibility to promote and safeguard the welfare of children, young people and vulnerable adults in accordance with the nature of this post. A Disclosure & Barring Service check is carried out for all relevant appointments

POSITION IN COLLEGE:

Student Services Manager



Student Services Officer (Advice & Guidance)

PERSON SPECIFICATION

	Essential	Desirable	How identified
Experience	<p>Working in an educational establishment</p> <p>Working in a customer service environment</p>	<p>Experience of administrating student finance</p> <p>Supporting students with a range of health and welfare needs</p>	Application Interview
Qualification/ Training	GCSE (or similar) Maths and English Grade C or above	Customer service and/or information, advice and guidance qualification	Application Certificates
Special Knowledge	<p>A working knowledge of Microsoft office</p> <p>Safeguarding knowledge</p> <p>Knowledge and/or links with external health and welfare support agencies</p>		Application References
Skills	<p>Excellent customer care skills</p> <p>Excellent administrative skills and ability to keep accurate records</p> <p>Good verbal and written communication skills</p> <p>Excellent organisation and communication skills</p>		Interview References
Disposition	<p>Motivation to work with young people</p> <p>Resilient and confident and ability to work under own initiative</p> <p>Excellent interpersonal skills</p> <p>Ability to work calmly under pressure</p>	Emotional resilience in working with challenging behaviours	Interview References

	Commitment to developing new skills which improve the service		
Other	Fit for the duties of the post DSB check carried out on appointment Flexibility in working practice		Medical Report DSB application made by College for successful candidate
Special Interests			Interview