

Human Resources

Job Description

Position details:

Job Title:	Student Services Assistant (CASC)
Department:	MIS
Pay Scale:	Fixed Point 10
Salary:	£6,724.57
Status:	Permanent
Working Hours:	18.5 hours per week / Term Time Only

Overview of Job:

To provide outstanding, flexible and pro-active front-of-house customer service & administrative support which enables timely and efficient service delivery. To support customers and students in accessing information and advice regarding all functions within the Management Information Services (MIS) Department with a specific focus, but not limited to, enrolments and student data. To provide outstanding levels of customer care.

Key Responsibilities and Accountabilities:

- To work as part of the wider MIS team to provide outstanding support across the service as appropriate.
- To provide front of house services to the highest standards at all times.
- To support tutors/assessors in the delivery of all aspects of the enrolment process.
- To deliver outstanding administrative functions, such as, maintaining accurate data with a strict attention to detail to enable analysis of statistical data.
- To maintain student records.
- To contribute to the review and evaluation of all aspects of the service to ensure continued quality improvement.
- To develop methods of gathering customer feedback in order to identify areas for improvement and areas of best practice.
- To receive and record applications from customers for College courses and financial support.
- To support the administration of the Advanced Student Loan and other financial support packages available to students.
- To provide information to customers, students and staff on any matter within the department
- To facilitate enrolment of new students through the enrolment system.
- To assess tuition and examinations fees for new students.
- To support the finance function with the effective collection of fees and payments in accordance with the Fee Policy, including the collection of outstanding fees for pending students on a timely basis.
- Responsibility for ensuring that receipting, banking and all cash handling tasks are completed to a high degree of accuracy and that all tills are reconciled and cashing up processes are adhered to.
- To comply with the mandatory requirement to work overtime or TOIL for main enrolment and evening duty thereafter.
- No annual leave to be taken during the main enrolment period or during the month of September.
- Any other duties commensurate with the grade of post.

Mandatory Requirements:

- **Commitment to Safeguarding** - Safeguard the wellbeing of students, including responsibility for reporting concerns to the College Safeguarding Team.
- **Commitment to the Prevent Duty** – To prevent students and staff from being drawn into terrorism, including responsibility for reporting concerns to the College Safeguarding Team.
- **Disclose & Barring Service (DBS) Check** - All staff will be required to have an enhanced DBS check, formally known as CRB check.
- **Commitment to Equality and Diversity** - To comply with the requirements of the College's Equality & Diversity Policy and to promote Equality & Diversity in all activities, including responsibility for reporting concerns to the College's E&D Operational Group.
- **Health and Safety** - To comply with the requirements of the Health and Safety at Work Act 1974. To fulfil your duties in accordance with College Health & Safety policy and procedures.
- **Continued Professional Development (CPD)** – To be committed to their own continuous professional development.
- **Code of Conduct** – To adhere to the code of conduct.

Attribute	Criteria	Essential / Desirable
Core Competencies	Acts consistently with College values.	Essential
	Always considers the impact of decisions on the student.	Essential
	Actively participates in defining own objectives.	Essential
	Gives support to others.	Essential
	Anticipates problems and takes appropriate action.	Essential
	Monitors and reviews progress of own work.	Essential
	Keeps appropriate records as required.	Essential
	Accepts constructive criticism and acts upon it to improve own performance.	Essential
	Pays attention to detail.	Essential
	Meets deadlines.	Essential
	Interacts confidently with others.	Essential
	Undertakes occasional upgrading of skills through training and development.	Essential
	Is aware of new developments in own field of expertise.	Essential
	Evaluates the appropriate level of detail.	Essential
	Identifies problems.	Essential
	Receptive to new ideas.	Essential
	Thinks logically.	Essential
	Uses clear, simple, jargon free language.	Essential
	Uses appropriate channels of communication.	Essential
	Checks that others have understood.	Essential
	Actively listens.	Essential
	Sets targets and objectives in collaboration with line manager.	Essential
	Uses resources effectively and eliminates waste.	Essential
	Understands and accepts the need for change.	Essential
	Has occasional innovative ideas.	Essential
	Contributes to development of new ideas in team meetings.	Essential
	Demonstrates perseverance and resilience to overcome reasonable obstacles.	Essential
	Shows initiative.	Essential
	Makes decisions within the boundaries of own role.	Essential
	Positive and enthusiastic.	Essential

	Considers both immediate and medium term issues related specifically to their role.	Essential
	Sets targets for self that are measurable in the short and medium term.	Essential
	Establishes co-operative and effective working relationships with others.	Essential
	Acts in a diplomatic and tactful manner and shows respect.	Essential
	Displays control even in adverse situations and with difficult people.	Essential
	Challenging and assertive when required.	Essential
	Understands and accepts the need for change.	Essential
	Shows determination to succeed.	Essential
Experience	Is committed to achievement in role.	Essential
	Excellent IT skills including spreadsheets and database.	Essential
	At least 3 years' experience of working in a busy customer focused environment.	Essential
	Excellent administrative skills.	Essential
	Experience of working with a wide range of client groups.	Essential
	At least 2 years' experience of working in an educational setting.	Desirable
Skills and Abilities	Experience of handling money.	Desirable
	Demonstrates a strong attention to detail.	Essential
	Ability to manipulate data and electronic record systems.	Essential
	Excellent communication skills with the ability to communicate at all levels (both written and verbal).	Essential
	Excellent interpersonal skills with the ability to deal with customer concerns sensitivity and patiently.	Essential
	Commitment to deliver excellence at all times.	Essential
	Be able to use own initiative to solve problems.	Essential
	Must be able to work as part of a team.	Essential
	Ability to present a professional and positive image of the College at all times.	Essential
	Ability to demonstrate creative approaches to outstanding service delivery.	Essential
	Must be able to remain calm under pressure.	Essential
Qualifications	Flexible approach.	Essential
	GCSE Maths and English - A*-C / 4-9 or level 2 equivalent.	Essential
	NVQ level 2 in Customer Care / Guidance qualification.	Desirable