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| **Job description** |
| **1.** | **Post** | **17.18AG06** |
| 1.1 | Post: | Student Centre Adviser  |
| 1.2 | Divisional Area: | Student Centre |
| 1.3 | Line Manager: | Student Centre Manager  |
| 1.4 | Responsible For: | No line management responsibility  |
| 1.5 | Location: | 1-10 Keeley Street, Covent Garden, London, WC2B 4BAThe post holder may be required to work at other locations. |
| 1.6 | Grade: | Support grade B, spine points 16 – 22.  |
| 1.7 | Salary: | £22,834 - £26,479 inclusive of London Weighting. We will normally appoint at the bottom of the salary scale unless the successful candidate has relevant experience relating to the selection criteria over and above what is required. |
| 1.8 | Hours of Work: | 35 hours per week. Occasional morning and weekend work may be required with notice, when time off in lieu will apply. |
| 2. | Main purpose of the Job* To provide information and advice to students and prospective students to enable them to make informed choices about education and training opportunities and where appropriate, assist them in completing the necessary forms.
* To provide administrative support for the department including corresponding with students regarding financial support and feedback on the service.
* To advise students and potential students about the types of financial help that may be available to them including Learner Support Fund, Bursary Fund and Advanced Learner Loan.
* To administer student payment plans in line with college procedure.
* To set-up and maintain an efficient system for receiving, monitoring and administering financial support applications for grants, loans, childcare and bursary funds.
* To monitor all funds and provide end of year statistics.
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| **3.** | **Main Activities and Responsibilities** |
|  | **Frontline Duties** |
| **3.1** | To provide frontline duties in the Student Centre and Library. This involves giving information and advice to students and potential students about City Lit courses, referring students within City Lit, to other colleges and outside agencies as appropriate and booking careers advice appointments. |
| **3.2** | To provide quality information and advice in accessible formats to individuals. |
| **3.3** | To give information and advice by telephone and e-mail where necessary and to respond to phone and email queries ensuring that they are dealt with promptly and appropriately. |
| **3.4** | To work on an outreach basis, including undertaking face to face and group-work.  |
| **3.5** | To visit City Lit courses and promote the service across the college.  |
| **3.6** | To ensure information and resources both online and in the Student Centre are up-to-date, effectively organised and accessible.  |
| **3.7** | To maintain and publicise up to date details about financial support available to students and prospective students. |
| **3.8** | To share best practice across the team of Advisers.  |
| **3.9** | To be familiar with Information, Advice and Guidance Matrix standards and contribute to the service gaining Matrix accreditation.  |
| **3.10** | Attend relevant training events and meetings as required.  |
| **3.11** | Promote equality and diversity, health and safety, safeguarding, quality and an outstanding student experience. |
| **3.12** | Promote our mission, vision, strategic objectives and values.  |
|  | **Administration**  |
| **3.14** | To work with the Head of Department to assess applications to the Learner Support Fund / City Lit Bursary Fund and to process and administer funds. |
| **3.15** | To maintain accurate details of all applications, grants made and transactions. |
| **3.16** | To notify students via appropriate channels of grants agreed. |
| **3.17** | To notify programme areas and finance of grants agreed and to liaise with the Finance office on payment of grants. |
| **3.18** | Assist with invoice processing and making orders using FocalPoint.  |
| **3.19** | Produce word processed letters, reports and documents as necessary and to process student payments.  |
| **3.20** | To promote the Learner Support Fund and Bursary Fund through appropriate channels. |
| **3.21** | To capture, maintain and monitor feedback from service users to measure the effectiveness of the service.  |
| **3.22** | To undertake other administrative tasks as directed by the Head of Department including taking minutes at IAG team meetings and word-processing documents.  |
| **3.23** | Any other duties as appropriate to the post. |
| 4. | Selection Criteria | **Your application should show evidence that demonstrates that you:** |
| 4.1 | **Qualifications**  | * have good IT skills, including MS Office Word, Excel and Access.
* a level 2 or 3 IAG qualification is desirable
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| 4.2 | **Experience** | * have proven administration experience
* have experience in advising adults with diverse needs on routes into education or work.
* Have experience of working in a customer facing role.
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| 4.3 | **You can be committed to City Lit’s success** | * have contributed to an organisation’s development or success.
* can take the initiative to get things done.
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| 4.4 | **You can create an outstanding student experience** | * have worked in or understand a customer-focused organisation.
* can support a customer/student who needs help.
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| 4.5 | **You can contribute to quality improvement** | * are flexible and open to and adapt to new ideas.
* make suggestions to improve standards or make things simpler.
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| 4.6 | **You can contribute to a positive working environment** | * are collaborative and treat people with respect.
* communicate professionally and effectively.
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| 4.7 | **You can help your team to produce outstanding results** | * can prioritise tasks and to meet deadlines.
* have effective paper and computer data organisational skills.
* can work with a high level of accuracy in detailed work.
* work confidentiality as required by Data Protection legislation.
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| 4.8 | **You can keep learning and improving** | * learn from experience
* take responsibility for you own development
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| 4.9 | **You can promote equality and diversity** | * can promote equality and diversity.
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| 4.10 | **You understand safeguarding (where appropriate)** | * can deal with safeguarding issues.
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| **5.** | **How to apply** |
|  | Please complete our online application form using the following web link: <https://sfp.citylit.ac.uk/CityLit/Default.aspx?LinkId=RecruitmentVacancyList> Closing date: **23:59; Sunday 29 October 2017**Interview date: **Wednesday 08 November 2017**Please refer to the guidance notes when completing the application form.  |
| **6.** | **Statutory requirements** |
| 6.1 | Prior to the commencement of any employment City Lit has a statutory duty to verify your right to work in the United Kingdom, your identity and any qualifications claimed in support of an application. |
| **7.** | **Contractual requirements**  |
| 7.1 | This post is subject to the successful completion of a probationary period of employment in accordance with the probationary procedure. |
| **8.** | **Our values** |
|  | CollaborateCreateTransformOur values support our mission and vision.We expect our staff to work by and promote our values as we believe this contributes to our success. These values underpin our selection criteria; therefore, we aim to appoint people who can display an understanding of our values and how they relate to our mission, vision and strategic objectives during the recruitment process. |
|  | Job description created: | October 2017 |