

JOB DESCRIPTION

JOB TITLE: Student Services Officer

REPORTS TO: Student Services Manager

OVERALL PURPOSE OF JOB:

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

Bishop Burton College includes the Riseholme 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 DUTIES & RESPONSIBILITIES:

1. As part of the wider Student Services team, provide professional support, information, advice and guidance to students, stakeholders and any external enquiries.
2. To keep accurate and accessible central records in a variety of formats.
3. Liaise with other college departments such curriculum teams, student support, finance, funding and admissions in order to resolve queries.
4. Cash handling and recording of relevant financial information.
5. Update information for students in a variety of formats to ensure currency and successful promotion of services.
6. Take part in all staff College events such as Open Events, progress evenings, Lambing Sunday etc
7. Provide support and co-ordination for student engagement events such as forums.
8. 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:

Assistant Principal Campus Operations



Student Services Manager



Student Services Officer

PERSON SPECIFICATION

	Essential	Desirable	How identified
Experience	Working in a busy customer service environment providing information and advice in a variety of formats	Experience of working with diverse groups of students	Application Interview
Qualification/ Training	GCSE Maths & English Grade C or above, or equivalent, or willingness to obtain Level 2 Customer Service qualification or willingness to obtain	First Aid at Work qualification or willingness to obtain	Application Certificates
Special Knowledge	A good working knowledge of Microsoft Office Software	Safeguarding knowledge	References Interview
Skills	Excellent customer care skills Good administrative skills and able to keep accurate records Good verbal and written communication skills Good organisational skills Excellent interpersonal skills Ability to work calmly under pressure High level of attention to detail Able to work to deadlines		Interview References
Disposition	Motivation to work with young people and children Resilient and confident and ability to work under own initiative Commitment to developing new skills which improve the service	Emotional resilience in working with challenging behaviours	Interview References
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