

Job Description: Student Services Team Leader

Role Specific

1. Provide first line management to Student Services (including Reception) Team to ensure high levels of quality and service are provided to visitors, students and staff at all times
2. To line manage, deploy and appraise Student Services staff to ensure that they are meeting the standards required and following college procedures, this includes production of staff rotas to ensure the delivery of consistently high standards of customer service
3. Contribute to the development, review and implementation of policy and process planning and the promotion of Student Services across the college
4. Support the Careers & Student Services Manager to manage an allocated budget and ensure the effective identification, procurement and distribution of resources needed to meet the service delivery and business needs
5. Ensure the Student Services teams adhere to financial processes (e.g. petty cash and till/payment reconciliation)
6. To foster effective working partnerships with internal and external colleagues
7. Co-ordinating a range of communication functions such as switchboard, visitor passes, live chat, student absence line, postal services etc to ensure outstanding customer services for internal and external customers
8. Ensure the effective, timely and accurate co-ordination of bursary and course fee assessments in accordance with agreed processes
9. Support college events e.g. parents' evenings and open evenings so that they are well planned and executed to a high standard using the appropriate software (Microsoft Booking app).
10. Oversee the day to day operations of bus services including the resolution of issues (e.g. breakdowns), utilisation reports and contribute to termly bus service review meetings in partnership with the College Finance Manager
11. To implement robust systems to enable comprehensive and accurate recording, monitoring and reporting of Student Services data and associated impact to inform and carry out self-assessment and quality assurance
12. Maintain own professional standards and identification of continuing professional development for staff to address student and business needs, planning and delivering staff development sessions as required.

College Responsibilities

1. Share the College's Vision, Mission, Values, Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities and be actively involved in the College's culture of high expectation
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with College strategies
5. Contribute to cross-college events
6. Adhere to College policies and procedures including health and safety
7. Ensure good communication at all levels
8. Be responsible for safeguarding and promoting the welfare of children, young people and/or vulnerable adults
9. Any other duties that the Principal considers appropriate

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Person Specification	Student Services TL
Qualifications and Attainments	Essential / Desirable
ECDL, CLAIT or equivalent IT qualification or experience	Essential
4 GCSEs or equivalent including Maths and English at Grade C or above	Essential
Supervisory/Management qualification (or willingness to work towards)	Essential
Higher Education qualification	Desirable
Training, Experience and Knowledge	
Experience of co-ordinating/supervising a team	Essential
Proficient in the use of Microsoft Word, Excel, PowerPoint and Outlook	Essential
Experience of providing excellent internal/external customer care	Essential
Extensive experience of working in administration	Essential
Experience of working in an educational environment	Essential
Personal Skills and Attitudes	
Ability to plan, organise and prioritise own workload and workload of team and service area.	Essential
Excellent communication skills and the ability to communicate at different levels.	Essential
Highly developed organisational and administrative skills	Essential
Be able to work effectively, accurately and efficiently to meet specific deadlines	Essential
Ability to maintain confidentiality and maintain discretion	Essential
Display initiative, be positive and enthusiastic	Essential
Demonstrate a commitment to equality and diversity, customer service and quality assurance	Essential
Demonstrate a commitment to the process of continuous review and improvement	Essential
Suitability to work with children young people and/or vulnerable adults	Essential
Flexible approach to working times in line with the College (attendance at Open Events, Parents' Evenings etc., as required)	Essential