

Job description: Student Experience Advisor

Status	Permanent
Base	Waterloo/North Kensington/Chelsea <i>Post holder may be required to work across College sites and at other locations</i>
Grade	Salary Scale APT&C 20 to 24
Salary	Circa £26,512 <i>It is our policy to normally appoint at the bottom of the salary scale</i>
Hours of work (per week)	36 hours per week
Reports to	Student Enrolment and Frontline Services Manager
Manager to	No line management responsibility

ROLE PURPOSE

To provide a high quality, customer focused frontline service. This will include supporting students and prospective student with advice and support around their time at the college. The post holder will hold a high profile role and will be required to build up an outstanding understanding of all college services to effectively signpost students. The post holder will also enrol students and play an integral part creating a warm and welcoming environment for all students and visitors.

1. The provision of good quality, up to date information and advice to students.
2. The creation and maintenance of professional image for the department.

3. Appropriate support for departmental and college quality improvements procedures.
4. Adherence to College policies and procedures.

MAIN ACCOUNTABILITIES

1. To create a warm and welcoming environment to all students and visitors to the College, providing a high level of professional customer service at all times
2. To support students with enrolment and application processes as required
3. To develop a clear understanding of the day to running of the centre to ensure that students receive rounded and knowledgeable support
4. To have a thorough understanding of student financial support available across the college including Advanced and Higher Learning Loans and bursaries
5. Communicate effectively in writing and verbally with other members of the team across the college to ensure that there is a high quality and reliable level of service across the centres
6. Under the guidance of Student Services and Wellbeing Manager provide support and high level advice at College Open Days and Events
7. Provide initial advice and information and use the College's Enrolment System to enrol students by telephone and in person. Process the payment of fees and ensure that accurate information is input for each enrolment in accordance with College procedures. Carry out college administrative duties related to the enrolment of students including the recording of daily takings and filing of enrolment forms
8. Provide a high level of advice to students and prospective students by phone, live chat and email, and in person
9. Operate the College telephone system, redirecting telephone calls, and take and relay messages, as appropriate
10. To remain vigilant as to the welfare and safeguarding concerns of students and escalate these with support from with Line Manager and in accordance with the College's Safeguarding Policy and Procedures

General College Responsibilities

- All College employees, irrespective of their role and level of seniority in the College are expected to be familiar with and adhere to these responsibilities:
- We put respect and kindness first, valuing our differences, richness of experience and the contribution we all make. We take time to get to know each other and are inclusive
- We understand and promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults that they are responsible for or come into contact with

- We ensure we comply with the requirements of health and safety regulations to ensure our own wellbeing and that of our colleagues
- We promote and comply with all Morley College London policies and procedures, ensuring that our service delivery and treatment of others is fair and inclusive
- We ensure confidentiality at all times, only releasing confidential information obtained during the course of our employment to those acting in an official capacity and in accordance with the provisions of data protection legislation
- We promote equality, diversity and inclusion principles at all times, ensuring that the College's anti-racism and EDI statements are seen in our every-day activities and behaviours
- We are consistently professional in our behaviours, ensuring that integrity is at the heart of delivering our role and demonstrably following the Morley values, putting students at the heart of all we do
- We work to maintain and build the Morley culture of learning, collaboration, creativity and growth
- We adopt a positive, "can do" and solution focused approach , supporting our students and customers and maintaining Morley's reputation for excellence in learning, inclusivity and
- We are personally committed to Continuous Professional Development, working towards annual individual learning goals and keeping up to date on developments within our professional field

Safeguarding children and vulnerable adults:

- The post holder will be expected to promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults they are responsible for and come into contact with

This job description is not exhaustive and as such the post holder is expected to be flexible and carry out any duties as may be required and that are reasonable. Any changes of significance will only be made following a discussion with the post holder

WORKING WITH

The post holder will work closely with colleagues in their team as well as students and staff from all sections of the College.

DBS STATUS

This post is exempt from the Rehabilitation of Offenders Act 1974 and is regulated activity. The post holder will be required to obtain an Enhanced DBS Disclosure, including an ISA barred list check.

PERSON SPECIFICATION

Job Title: Student Experience Advisor

Essential Criteria:

- Educated to Level 3 or Equivalent or above
- Experience of working in a team in a pressured customer focused environment
- Experience of working face to face with customers
- An understanding of the Further and Adult Education landscape and the expectation of student within this environment
- Knowledge of challenges faced by individuals in accessing education
- High Level of IT Skills across with experience of working with Microsoft Office products
- Track record of liaison across of an organisation to meet common goals
- A commercial focus to recognise the correlation between a high level of customer service and the success of the college
- An inherent understanding of the college's commitment to Equality and Diversity and the capacity to act on this on a day-to-day basis.
- Have a commitment to and be able to demonstrate knowledge of health & safety and equality and diversity as appropriate to the post.
- An awareness of Safeguarding and Prevent and ability to create and sustain a learning environment in which the safety and welfare of children and vulnerable adults is paramount
- If regular access to children or vulnerable adults (regulated activity).
- This role is exempt from the Rehabilitation of Offenders Act (1974) and is subject to an enhanced DBS check and barred list check.