

JOB DESCRIPTION

Job Title: Student Information Adviser

Grade: H

Responsible to: The Compass Manager

Job Purpose:

The Compass Team deliver a friendly, efficient and customer-focussed helpdesk service, providing a single gateway for students to access information, advice and support on a wide range of student life and learning issues. The Compass provides an access route into a range of services including Accessibility & Inclusive Learning, Living Support, Wellbeing, Multifaith Chaplaincy, Academic Skills, English for Academic Purposes, Room Bookings, Estates Helpdesk and Accommodation Services.

Main Duties and Responsibilities:

Service delivery

1. To support an excellent student experience by providing:
 - first line assistance to students, staff and visitors in person, by telephone or online and responding to a wide range of enquiries relating to the breadth of services that can be accessed via the Compass;
 - comprehensive, accurate and consistent first-line information and advice on a wide range of student life and learning issues;
 - first line triage and efficient and professional referrals to specialist staff where relevant;
 - follow up on enquiry progress to ensure resolution of issue(s).

Service development

2. To support the Compass Manager in maintaining strong and positive relationships with key stakeholders across the partnership, to ensure the effective discharge of The Compass's role as a single interface to many student services.
3. To support the Compass Manager in developing the service, especially by working with stakeholders to increase the range of enquiry areas which the service is competent and equipped to address.
4. To provide input to the continuous improvement of the service by identifying opportunities for more effective working processes or practices.

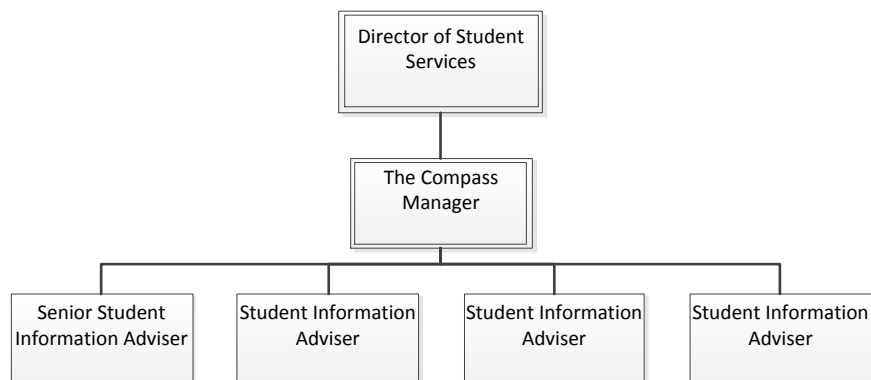
Awareness and communications

5. To develop and deliver training and awareness materials to staff and students.
6. To support Student Services awareness raising and communication activities and campaigns.
7. To support the delivery of student facing events, conferences and activities, including maintaining an annual calendar of events.

Administrative and other

8. To maintain appropriate and effective records and management information and statistics in relation to the frontline services to help inform the development of the service.
9. To administer bookings of The Compass support rooms, ensuring transparency and fairness in meeting the expectations of internal and external stakeholders. To monitor the use of the space ensuring that users comply with protocols of the service.
10. To maintain a good working knowledge and understanding of policies, issues and legislation related to student services and the operations of the two institutions and Falmouth Exeter Plus.
11. To participate in the annual Performance Development Review process.
12. To actively support equality and diversity policies of Falmouth Exeter Plus.
13. To attend training courses as identified and agreed for appropriate development.
14. Working within the Health & Safety at Work Act, the postholder has a legal duty to take reasonable care for Health & Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health & Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
15. The role will involve working at Falmouth, Penryn and Truro campuses, and on occasion outside core office hours, without altering the nature or level of responsibility involved.
16. Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

Organisation Chart



Person Specification

Post Title: Student Information Advisor

| Attributes | Essential requirements | Desirable requirements |
|---------------------------------------|---|---|
| Education / Qualifications | Degree level education or relevant experience of working in a higher education or support environment at the equivalent level | Customer Services qualification / training (e.g. Customer First) |
| Experience / Knowledge | <p>Experience of providing effective advice and signposting and referral within a complex organisation.</p> <p>Experience of delivering excellent customer service.</p> <p>Understanding of the student life cycle and academic and welfare issues affecting students in higher education.</p> <p>Experience of dealing with multiple stakeholders / multi-agency working.</p> <p>Experience of writing accurate and comprehensive management level reports for multiple stakeholders.</p> <p>Experience of running events and/or campaigns.</p> <p>Experience of administrative functions and processes, including effective IT use.</p> | <p>Experience of working in a large and complex organisation.</p> <p>Experiences of successfully developing and delivering training.</p> <p>Understanding of current legislation and its implications (e.g. Equality Act, Data Protection).</p> |
| Skills / Personal requirements | <p>Dynamic and 'can-do' attitude</p> <p>Commitment to providing an excellent customer experience</p> <p>Approachable, patient and empathetic listener with balanced and sensitive judgement.</p> <p>Excellent communication and influencing skills in dealing with a diverse range of people / situations.</p> <p>Excellent team-working skills.</p> <p>Excellent problem solving skills.</p> <p>Excellent planning and organisation skills.</p> <p>Confidence to work independently and the ability to make decisions with minimal support.</p> <p>Presentable appearance and manner.</p> | <p>Ability to review internal processes and make recommendation for improvements.</p> |

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| | <p>The ability to stay calm and confident in difficult or pressurised situations.</p> <p>Ability to quickly assimilate complex information.</p> <p>Very good ability to prioritise in the face of conflicting demands.</p> <p>Excellent problem solving abilities and ability to apply own initiative.</p> <p>A methodical approach; an aptitude for accuracy and attention to detail.</p> <p>Willingness to learn new skills and to be adaptable to change.</p> | |
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DD/JS
12.10.15