

## JOB DESCRIPTION

<b>Job Title:</b>	Student Information Officer	<b>Grade:</b>	<b>SG5</b>
<b>Department:</b>	Student and Academic Services: Student Centre	<b>Date of Job Evaluation:</b>	
<b>Role reports to:</b>	<b>Student Centre Campus Manager</b>		
<b>Direct Reports</b>	<b>N/A</b>		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

### **PURPOSE OF ROLE:**

The Student Information Officer works with the Student and Academic Services Directorate, providing front-line student information, advice and administrative services within the Student Centre team.

The role will be placed within one of the three Student Centres, providing a student facing service delivered through a physical help desk and will be on rota to provide a similar virtual offering through phone, email and any future customer relationship management style platforms introduced.

The role will be expected respond to student and staff enquiries to deliver student information and advice support that will include a base level of understanding of core student administration, ranging from registration, student finance, implementation and understanding of university processes and policies to adequately answer student and staff queries.

The role will also form part of a triage model of student enquiry and support within the Student Centre being a first point of contact.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- To work as part of the team in providing an information and advice service for students and staff providing accurate and timely answers to their queries or the correct signposting to additional services or team
- To record and monitor all interactions, enquiries, referrals had with users of the Student Centre services using the tools and customer relationship platforms at the University of Greenwich

- To provide appropriate signposting, escalating and referrals for students, including those in crisis, to specialist staff, including booking appointments and following up, where appropriate
- To assist with the Student Registration process, providing students with the necessary support and welcome, checking documentation including identity, immigration documents and qualifications, in line with prescribed requirements
- To accept base level enquires, categorise, and aim to resolve at point of contact and escalate or refer to other areas of the team or university using a student enquiry platform
- To provide administrative support for the issuing of student letters for a range of activities as required

To have a working knowledge of student finance processes, including how to accurately quote a student tuition fee to an individual, give a financial statement of account and standard application for financial support

**Generic:**

- To provide regular front desk cover for the Student Centre and providing support by phone, email and digital tools
- Ability to work part of a team, share information appropriately and support, colleagues, students, and visitors to the university
- To participating in staff rotas to cover all Student Centre activities and support the wider activities of the directorate such as Welcome weeks, Graduation Ceremonies, Open Days and vacation cover at all locations, as required
- Ability to make, collect, update and keep appropriate records and to do so accurately for the purposes of maintaining student records and user statistics
- Ability to communicate effectively and be able to identify when to refer queries or concerns to a supervisor or manager
- To ensure that students are at the heart of what we deliver and to be able to record appropriate inventions
- To help raise the profile of Student and Academic Services as a professional, innovative, and efficient department

- To work in collaboration with colleagues across the directorate and wider university in delivering on the strategic objects of Student and Academic Services

**Managing Self:**

- The role holder will be self-motivated with the ability to work as part of a team
- The role holder will be able to use a variety of approved sources to answer straightforward queries and refer more complex matters to the relevant teams efficiently
- The role holder will be required to take an active role in professional staff development activities
- To work accurately under pressure and to tight deadlines as required
- Ability to work flexible to support university activities at peak periods (e.g. Welcome and Registration) and ability to continue delivery where deadlines and criteria may need to change with minimal notice

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Student Centre delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Registration queues times
- Successful resolution of enquiries
- Time from enquiry being raised to resolution
- Call waits times

**KEY RELATIONSHIPS (Internal & External):**

- University Students
- Personal Tutors and Programme Leaders
- UKSR
- Visa Compliance Team
- Student and Academic Service Teams, including Student Wellbeing Services, Student Centre, Student Finance, Timetabling
- GSU and GKSU
- Sodexo

**PERSON SPECIFICATION**
**Essential**
**Experience**

- Experience of working in a customer service style environment
- Experience of working with the public in an environment where good customer care is a guiding principle
- Experienced clerical/administration officer with good organisation skills and attention to detail
- Experience of working as part of a busy team in a pressurised environment

**Desirable**
**Experience**

- Some experience in use of a CRM or Enquiry Management tools and platforms
- Knowledge of using the Banner Student Record system or similar student or customer record system
- Experience of working in an education setting
- Experience of working on a front desk or reception
- Some knowledge of student finance and student fees and funding processes

<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills and a customer focused approach</li> <li>• Intermediate level of IT literacy with competency in Microsoft products (including Word, Excel, PowerPoint, and Outlook)</li> <li>• Strong team working skills and ability to collaborate with a wide range of individuals</li> <li>• The ability to quickly build strong working relationships across organisations</li> <li>• Strong verbal, written and presentation skills</li> <li>• Flexible and adaptable</li> <li>• Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight or changing deadlines</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• GCSE English and Maths or equivalent or equivalent demonstrable experiential learning within a relevant discipline</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Inclusive, Collaborative and Impactful</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Customer service experience preferably gained in a help desk environment using a phone and CRM system</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Further or Higher education qualification or equivalent demonstrable experiential learning within a relevant discipline</li> <li>• Training in a specific or general area of health and safety</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
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