

Student Support Officer – Student Services – Grade E

Job Description

Purpose

The post holder will provide a consistently high level of customer service, supporting 1st and 2nd line queries, covering all aspects of university life. They will proactively resolve all queries in a timely, accurate and professional manner to support the day-to-day function of the Student Support team and wider Student Services teams. They will also contribute to developing, maintaining, and implementing efficient administration systems to support the provision of service in Student Support.

Duties

1. To respond to, understand and use own initiative to support 1st and 2nd line customer support queries in a timely manner by telephone, email, or in person, logging information in a clear and accurate manner and maintaining a small caseload with support from a supervisor/coordinator.
2. To understand and provide advice and guidance on all aspects of university life including, student finance, visa and immigration, disability & inclusivity, and mental health & wellbeing, referring complex support queries to 3rd line or the appropriate professional service, conducting 1-2-1 appointments where required and liaising with internal colleagues and external providers to resolve student queries.
3. To provide support to students and have a good knowledge base in at least one of these areas:
 - internal and external financial support options, including university hardship funds, student loans, grants, and other financial resources available to students. This includes administering hardship funds in line with established procedures to ensure students receive the support they need, referring complex cases to senior staff as needed.
 - compliance with UKVI regulations, including processing visa extensions and facilitating appointments and advice.
 - supporting the Student Support Drop-in service, ensuring accurate student advice, timely completion of follow-up actions, and appropriate referrals to internal teams. Knowledge is essential for the role.
 - disability and inclusive support provision. Working closely with students and specialist colleagues to ensure the administrative processes are effective and efficient to ensure support is in place in a timely manner.

4. To create and maintain appropriate records of student information and interactions using relevant IT systems adapting processes as needed to facilitate service delivery.
5. Assist in the collection and analysis of relevant data and management information from appropriate systems to aid implementation of operational and administrative processes and procedures.
6. To support new staff and all 1st line staff, including the facilitation of training, operating a buddy system and responding to support needs as necessary.
7. To support the review of front-line business processes, ensuring consistency and high quality in our service delivery which meet students' needs and demand.
8. To monitor day to day maintenance of the office and service desk, ensuring all software/hardware is working and any faults are reported and resolved in a timely manner. Prioritising own workload and that of the team to ensure that targets are met within the agreed timescales.
9. The role involves supporting key activities to ensure the team meets evolving business needs, including student wellbeing, open/applicant days, Welcome events, student recruitment, and communications. Additionally, it includes promoting the Student Support team and specialist Student Services through presentations and drop-in sessions across campus, while maintaining stock levels of promotional materials. Flexibility and adaptability are essential as the business requirements change.
10. The role includes providing comprehensive administrative support, such as updating website information, developing process documents and user guides, managing bursary application forms, and administering financial support funds. Additionally, it involves the administration of Disability & Inclusivity records, disclosures, and supporting documentation to ensure students receive appropriate assistance throughout their time at the University.
11. Ensure compliance with relevant data protection legislation and manage sensitive data and information appropriately and in line with university policies and procedures.
12. To understand and work in accordance with the university's values and commitments.
13. Staff will be required to work on a rota basis, covering 5 out of every 7 days (or pro-rata for part time staff), which will include evening and weekend working. Staff may be required, from time to time and on an ad-hoc basis, to work additional hours

and/or hours outside of their normal working pattern to meet the needs of the business.

14. Such other duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Significant experience in a busy, customer facing helpdesk, or 2nd line support (Application/Interview).
- Experience of working in high-pressure environments where multiple systems are utilised to deliver a service whilst maintaining organisation and providing excellent customer service skills (Application/Interview).
- A Levels or equivalent post-secondary qualifications, or relevant industry experience and Maths and English Language to GCSE level or equivalent (Application).
- Proven ability to organise, input, and extract data from complex computer systems, ensuring data accuracy and integrity (Application/Interview).
- Ability to take a solution-focused approach, collaborating with customers and colleagues to resolve issues efficiently, while working compassionately with students who may be distressed or emotionally upset (Application/Interview).
- Able to participate and work effectively as a member of a team whilst also being able to work unsupervised where necessary using decision making skills and own initiative (Application/Interview).
- Awareness and understanding of confidentiality (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in a further or higher education environment and providing support to deliver a busy student information service (Application/Interview).
- Professional qualification or equivalent experience in Communications, Coaching and/or Customer Service (Application).

- Knowledge and experience of university systems used by staff and students (Application/Interview).
- Experience of events/presentation delivery and training and writing or reviewing processes and procedures (Application/Interview).
- Awareness and/or experience of disability, financial, wellbeing, international student support services in higher education (Application/Interview).