

Student Support Supervisor – Student Services – Grade F

Job Description

Purpose

To supervise the Student Support team in providing a gateway into Student Services by offering a single point of contact for all student related queries. To ensure the team provide a high level of effective customer support, covering in-person queries, as well as those received via email, over the phone and through online contact forms.

The post holder will be required to specialise in an area of support i.e., International and Operations, Finance or Student Life, and, in the absence of the relevant Student Support Coordinator, deputise at key strategic meetings.

Duties

1. Supervise the operation of the Student Support team functions, to ensure they are running successfully by providing high quality guidance, support, advice, and outcomes on all matters relating to student study and support. Respond to and resolve customer support queries in a sensitive and confidential manner, consulting with key stakeholders across the university where required.
2. Support the Student Support Team Coordinators, by supervising in a specialist area of the service. This could include financial support - hardship and bursary applications, International Support – Visa and immigration advice and guidance, Student Life – APP bursary processing, drop-ins, low level wellbeing casework.
3. Deputise for the Student Support Coordinators when required, by attending meetings to represent the Student Support service and to ensure a specialist area continues to operate efficiently by making decisions and reviewing workloads and staffing.
4. Take ownership of complex cases and work collaboratively with specialist colleagues to assess, agree and provide appropriate support.
5. Keep up to date with both University and external policies and procedures to ensure the Student Support team respond accurately, efficiently and within the agreed University guidelines to customer enquiries. To maintain precise record keeping within relevant University systems to ensure data integrity and propose improvements to the student journey.
6. Participate in the Exceptional Support Fund panel making non-standard decisions, reviewing and updating the case precedents framework accordingly.
7. Take responsibility for key events and activities within a specialist area of the service, including but not limited to Welcome, arrival talks, enrolment activities, open and applicant days. To promote the service offering as well as support preventative strategies to ensure a proactive approach in supporting students.
8. Develop and maintain effective liaison with other services across the University and with external partners to ensure students are supported effectively.

9. To manage, supervise, develop, coach and mentor Grade D and E staff in Student Support and assist the appraisal process. Supervise team workloads to deliver the service and take an active role in staff recruitment.
10. Develop and deliver training and workshops about systems and processes within the team and to other relevant staff from the University. Participate in the University's continuing Personal Development opportunities to ensure increased knowledge base, self-awareness and enhanced support skills.
11. Demonstrate flexibility and commitment to the University and Student Services mission statements, policies and development plans. To understand and work in accordance with the University's values and commitments.
12. 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 also 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.
13. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
14. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Substantial and recent experience of team leadership and supervising in a busy customer facing environment (Application/Interview).
- Experience of using Student Relationship Management systems to accurately record student interactions (Application/Interview).
- Working knowledge of student support arrangements in specific areas including Student Finance England, Hardship Funds, Bursary arrangements, Wellbeing support, International student support (Application/Interview).
- In-depth and broad experience of organising, inputting and extracting data from a complex computerised student records systems and checking data integrity (Application/Interview).
- Undergraduate Degree or equivalent qualifications, or relevant industry experience (Application).
- Ability to strive for continual review and improvements in the service systems and processes. As well as the ability to supervise a team through change (Application/Interview).
- Advanced experience of MS Office and the ability to adapt easily to new systems (Application/Interview).

- Excellent customer service skills and ability to communicate and work effectively in various scenarios with customers and colleagues whilst maintain confidentiality (Application/Interview).
- The ability to work under pressure as part of a multi-disciplinary team, demonstrating appropriate communication and advanced interpersonal skills, liaising with both students and staff of all levels (Application/Interview).
- Excellent time management skills and experience of prioritising competing demands with minimum support. Ability to plan, prioritise and organise own workload and that of others (Application/Interview).
- Commitment to personal and professional development and able to demonstrate a flexible approach to work and working hours (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 customer facing environment (Application/Interview).
- Degree or other post-secondary qualifications in a technical related discipline (Application).
- Relevant and recent continuing professional development in one or more of the following areas, Student Finance, International Student support (including visa compliance) or Student wellbeing (Application/Interview).