

JOB DESCRIPTION for the post of **Student Services Officer**

Department:	Student Services
Reports to:	Information, Advice and Guidance & International Team Leader
Grade:	Scale 5
Staff Group:	Support Staff
Job Purpose:	To provide a first point of contact for students accessing Student Services and to receive and respond to initial enquiries and provide a seamless referral on to further specialist support. The post has special responsibility for financial enquiries, as part of the College's Advice and Guidance team.

Main Tasks and Responsibilities	
1	To act as a first point of contact for students and to provide initial information, advice and support; including referring to further services within Student Services, the wider College, or to external services.
2	To provide day to day support across the broader student services functions, including supervision and overseeing the library, receiving and responding to initial enquiries about wellbeing, courses, finance and travel questions and signposting students to further specialist support.
3	To deal with unexpected student problems and queries that might bring them to the service and to liaise with colleagues and parents/carers as appropriate to help resolve their issues.
4	To provide cover for colleagues during busy times including supervising the library and refer to students to further support as required.
5	To help represent and promote the service at a range of college events including open days and external schools' liaison events.
6	To have in depth knowledge about the financial support available to students and potential students and to work alongside the Advisers and Support Funds Administrators in ensuring that students, parents/carers receive the advice and guidance appropriate to their needs.
7	To provide information and advice on travel options to students, for example assisting with enquiries about bus and train timetables to and from College and directing students to further information about financial support for travel.
8	To advise applicants and current students on tuition fee eligibility, entitlement to loans, benefits/grants, travel schemes and bursaries and to take responsibility for promoting relevant information to students using various communication methods including web-based and social media.
9	To be responsible for ensuring that the financial awards made to students are processed in an efficient manner.
10	To work collaboratively with colleagues across the college including attending relevant meetings, development and training activities, to ensure the quality and currency of information is accurate, including information for College prospectuses and other brochures and publicity materials.
11	To provide monitoring information as required to the Funding and Compliance team and to assist in the provision of other monitoring returns.
12	To undertake any similar duties at this level required by the Information Advice and Guidance & International Team Leader or Assistant Principal, Student Services. For Easton this includes the Residential Provision and Student Services Operations Manager.

General Responsibilities	
1	To carry out responsibilities, commensurate with your position, as defined within the following College policies and procedures: <ul style="list-style-type: none"> • Equal Opportunities • Health, Safety & Welfare • Child Protection • Data Protection • Risk Management
2	To undertake any other similar duties of this level as required by the Team Leader, Assistant Principal Students Services, Vice Principal and/or the Principal.

Our Ways of Working at City College Norwich	
Open and Informative	Communicate the right information, to the right audience, at the right time, in the appropriate manner.
Respectful and Fair	To be fair, tolerant, supportive, offer impartial advice and listen to others, regardless of their background.
Creative and Positive	Provide creative and positive solutions and seek new ways to improve the working and learning environment.
Collaborative and Inclusive	Promote a collaborative and inclusive culture where leadership, teamship and followship are fully integrated, acting as a role model and demonstrating a high degree of commitment, belief and pride in the College and the College's vision.
Consistent and Responsible	Proactively take responsibility to deliver an outstanding service. Actively seek to support others.
Exemplary and Tenacious	Lead by example. Set exacting standards for continuous improvement (including, for example, industrial updating) via professional conduct to ensure continued student success.
Aspirational and Entrepreneurial	Contribute to the improvement of student experience and outcomes. Actively identify relevant sources of self-development and opportunities to share expertise and knowledge with colleagues.

Job Title	Student Services Officer	Location	Easton College, Bawburgh Road & CCN, Ipswich Road
Department	Student Services	Grade	Scale 5
Reports to	IAG Team Leader	Post Reference	RCCN

Criteria	How Assessed? Application (A) Interview (I) Task (T)
Qualifications / Education / Training	
1. A first or higher degree and/or a relevant professional qualification	A
2. Information, Advice and Guidance qualification at Level 3	A
3. Literacy and Numeracy qualification at level 2 (GCSE or equivalent)	A
Experience	
1. Recent experience of working in a customer orientated team	AI

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2. Experience of working in an advice and guidance setting	AI
3. Experience of assessing the fee status of students and appropriately advising on the options available to them through bursaries, charity funds or learner loans.	AIT
4. Experience of giving presentations to groups	AI
5. Experience of contributing to the continuous improvement in systems and processes	AI
Skills, Knowledge and Level of Competency	
1. Highly skilled in relation to interpreting and providing financial information	AI
2. Focused on the provision of excellent services to all customers	AI
3. A smart worker with the ability to use systems and technology to effectively and efficiently undertake the role	AIT
4. Solutions provider, focused on outcomes and able to work on own initiative	AI
5. Commitment to and promotion of safeguarding the welfare of children, young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within a College	AI
6. Ability to record and provide accurate statistical information	AI
7. Ability to record and maintain accurate documentation	AI
8. Demonstrable knowledge of advice and guidance skills	AI
9. Knowledge of learning and training opportunities in FE and HE at local and national level	AI
10. Ability to research and comprehend the guidelines and regulations surrounding funding rules	AIT
11. Ability to deal with multiple tasks and meet tight deadlines	
Personal Qualities	
1. A team worker with an adaptable and flexible approach to work	AI
2. A meticulous approach demonstrating attention to detail	AIT
3. Persistent and resilient approach to work	AI
4. Enjoys working collaboratively and seeking collaborative opportunities	AI
5. Committed to student success and supporting students to fulfil their potential	AI
6. Continuously improving and commitment to own personal and professional development	AI
Other (e.g., constraints)	
1. The post involves some occasional evening and weekend work (on a rota basis) e.g., support for College open days	
2. There is a cross-service leave embargo during enrolment (a four-week period).	
3. Business smart dress is required	
4. Must have a full driving licence or commit to acquiring a full driving licence within one year	