**HEREFORDSHIRE, LUDLOW AND NORTH SHROPSHIRE COLLEGE**

**Job Description**

**POST TITLE:** Student Services Officer

**RESPONSIBLE TO:** Student Services Manager

**SALARY:** Grade 3

**JOB PURPOSE:** The post holder will work within student services and work proactively within the team for the successful development, implementation and delivery of an extensive student service provision.

**LOCATION:** Ability to work across NSC Campuses – Walford

**DUTIES AND RESPONSIBILITIES**

* Support the development, implementation and delivery of all student services provision across NSC campuses – Walford.
* Provide full customer service provision and administrative support to meet demand within student services across College – including reception duties, meet and greet, library and learning resource centre service, student finance, tutorial and exam access arrangements.
* Support and promote student services at College events, with staff and students, including information events, taster days, interview nights, enrolment, enrichment, INFOFEST, open and information events and school visits.
* The administration of enquiries, applications, interviews and offers for full and part-time students.
* The delivery and production of personal development workshops as part of the tutorial framework.
* Promote equality and diversity and the PREVENT agenda amongst students.
* Deliver UCAS and higher education workshops.
* Support student progression and career development.
* Take a pro-active approach with students regarding safeguarding issues.
* Attend Student services meetings on a regular basis.
* Participate in the College staff appraisal scheme.
* Be prepared to undertake first aid training with a view to becoming a College First Aider.
* Undertake any other duties as may be reasonably required by the Head of Student Services to meet the demand of service provision in Student Services.
* To observe the College’s health and safety regulations and procedures.
* To observe and comply with the College’s Safeguarding Policy and Equality and Diversity procedures.

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| Education, Qualifications and Training | * A GCSE equivalent in Maths and English. * A level 2 qualification in ICT or proven IT skills | * First Aid at work qualification. * Customer services/business administration L2/3. * IAG Level 2 |
| Experience | * Experience of customer facing roles. * Experience of working with members of the public. * Experience of working in a team. | * Experience in dealing with 16-18-year olds as well as 19+. * Reception experience * Reprographics experience. |
| Particular Skills and Abilities | * Ability to establish rapport with a wide range and variety of people, staff and students. * Excellent organisational skills. * A flexible approach to working hours. * An ability to multi-task. | * Ability to analyse and evaluate service provision and report findings. |
| Motivation and Personality | * Confidence in dealing with people. * Sensitivity and awareness of people’s needs. * Resilience. * Patience/tolerance. * Rapport with 16-18 age group as well as 19+. | * Sense of humour. |
| Circumstances and Health | * Usual medical and criminal clearances. * The ability to work across HLNSC Campuses |  |