**HEREFORDSHIRE, LUDLOW AND NORTH SHROPSHIRE COLLEGE**

**Job Description**

**POST TITLE:** Student Services Officer

**RESPONSIBLE TO:** Student Services Manager

**SALARY:** Point 19

**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:** Walford Campus

**DUTIES AND RESPONSIBILITIES**

* Support the development, implementation and delivery of all student services provision across HLNSC campuses – Walford Campus main base.
* Provide full customer service provision and administrative support to meet demand within student services across the 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 inquiries, 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 proactive 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
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| 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.
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| 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.
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| 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.
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| Circumstances and Health | * Usual medical and criminal clearances.
* The ability to work across HLNSC Campuses
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