**HEREFORDSHIRE, LUDLOW AND NORTH SHROPSHIRE COLLEGE**

**Job Description**

**POST TITLE:** Student Services Officer

**RESPONSIBLE TO:** Student Services Manager

**SALARY:** Spine Point 20

**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, with a specific responsibility for Holme Lacy Campus. This role will also include working from Hereford Folly Lane Campus on a fortnightly basis.

**LOCATION:** Ability to work across Holme Lacy and Hereford Campuses

**PRIMARY LOCATION:** Holme Lacy Campus

**DUTIES AND RESPONSIBILITIES**

* Support the development, implementation and delivery of all student services provision across the College.
* Work closely with the student services team on relevant campuses to promote, develop and deliver the Colleges tutorial offer.
* Provide when requested customer service provision and administrative support to meet demand within student services across College. This may include reception duties, meet and greet, learning resource centre service, student finance support and exam access arrangements.
* Support and promote student services at College events, including information events, taster days, interview sessions, enrolment, enrichment, INFOFEST, open and information events and school visits.
* Support course enquiries, applications, interviews and offers for full and part-time students.
* Promote equality and diversity and the PREVENT agenda amongst students.
* Deliver UCAS and higher education workshops when requested.
* 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.
* 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.
* To support delivery of the College Enrichment Programme, ensuring effective and efficient delivery across relevant campuses.
* To develop student liaison activities with students and tutors in

line with College objectives.

* To work with the Enrichment Lead on the development of the campus Enrichment programme.
* To establish good working relationships with all curriculum leaders, course tutors and the wider student support services.
* To support the Student Services Manager to produce data and reports requested by management. Evaluating effectiveness, sharing practice and celebrating success.
* To develop and promote links with external agencies to provide a variety of opportunities for students.

**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. * IAG Level 2 (can be completed in-post) |
| Experience | * Experience of working with groups of young people * 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+. * Experience of informal presenting or workshop delivery |
| Particular Skills and Abilities | * Ability to establish rapport with a wide range and variety of people, staff and students. * Confidence in working with young people * Excellent organisational skills. * A flexible approach to working hours. * An ability to multi-task. | * Presentation skills |
| 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 |  |