

Job Description

Job Title: Student Relations Assistant (Engagement)

Salary Band: Band 1

Working Hours: Full Time – 37 hours per week

Overall purpose/accountabilities:

Play a key role in enhancing all areas of a student's experience with the University of Sunderland in London, from the moment of arrival through to their graduation.

Working as a key part of our student support offer, providing a series of early interventions directly to students to address a variety of issues and concerns that affect our student body and ensure they continuously engage with their programme of study.

Deliver and champion excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to the Student Engagement Manager

Staff reporting to this job:

None

Main duties:

Participate in the set up and ongoing delivery of an approachable and responsive student engagement team. Effectively use key data sets to deliver timely student engagement meetings and manage an associated case load that supports students at risk in an appropriate manner.

Using a suite of data to effectively analyse student performance in regards to attendance, academic engagement, adherence to external regulations (Tier 4 requirements) and payment of fees etc., undertaking early intervention where issues arise to address a student's overall engagement with their programme of study.

Recognise and refer complex enquiries to the appropriate University contact whilst ensuring the student concerned receives a timely and appropriate response. Maintaining appropriate records of associated meetings and referrals.

Administer an appointment system and case load logging system to ensure the effective maintenance of appropriate recording systems that support the continuous delivery of effective student engagement provision.

Maintain an overview of University regulations and procedures to support the provision of accurate advice, guidance and signposting pertaining to the remit of the student engagement team.

Assist in the development of appropriate student engagement web pages, communication mechanisms and promotional materials.

Produce regular and ad hoc reports to management regarding attendance and retention activities.

Contribute to the development of any appropriate service level agreements.

Provide help and assistance in relation to FOI requests and liaise with the appropriate University contact accordingly.

Assist with regular attendance monitoring and ensuring 'attendance registration' machine policy is being adhere to.

Liaise where appropriate, with the Health and Wellbeing Manager regarding student welfare and safeguarding concerns.

Produce termly reviews on attendance monitoring activities and propose innovative ideas on how to improve the service.

Assist with the general running of the Gateway and the Student Enquiry desk.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to the effective delivery of an excellent student experience to all learners and incorporating our corporate values throughout all streams of service delivery.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year to accommodate business needs.

Person Specification

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| Essential | Qualifications Educated to A level standard or equivalent. |
| | Experience Proven experience of working in a customer focussed student support or service environment. Proven experience of working in a role where team work was key to effective service delivery. |
| | Skills & Attributes Proven ability to make timely and accurate records of meetings and interactions to produce case work files and to produce summary reports on individual cases or groups at regular intervals. Exceptional communication skills with a proven ability to work under pressure within a busy service environment. A proven understanding of the importance of customer care. Ability to work on your own initiative to provide excellent customer experience and deal effectively with conflict. Demonstrable IT skills including proven competence in a variety of Microsoft Office packages. |
| Desirable | Qualifications A customer service related qualification. |
| | Experience Proven experience of working with students on a one to one basis. Demonstrable experience of caseload management and/or of working with a case log software. Previous experience of working with a diverse student body whose first language may not be English. |

DATE CREATED: 14 June 2019