
University of Sunderland

Role Profile

Part 1

lifechanging



**University of
Sunderland**

Gateway Liaison Adviser

| | |
|---|--|
| Job Title: | Gateway Liaison Adviser |
| Reference No: | 0274-22 |
| Reports to: | Mark Colman |
| Responsible For: | |
| Grade: | C |
| Working Hours: | 37 |
| Faculty/Service: | Student Journey |
| Location: | Sunderland City and St. Peters Campus |
| Main Purpose of Role: | To be part of a team who are the University's first point of contact for students, providing accurate up to date information and advice on a wide range of subjects, via a variety of channels. |
| Key Responsibilities and Accountabilities: | <ul style="list-style-type: none">• Triage, record and resolve enquiries relating to, but not limited to, Accommodation, Academic concerns, Finance, International, Admissions, Enrolment, Student Record Status and Graduation from all students. Act as first point of contact and taking ownership of the enquiry, referring to more specialist support only when necessary.• Work flexibly to meet the needs of the student journey, including but not restricted to; working from a front facing service desk, a mobile triage point and commitment to supporting Gateway initiatives across Campus on a regular basis.• Recognise, investigate and refer complex enquiries to appropriate services whilst ensuring that the customer receives a timely and appropriate response.• Support and triage sensitive or difficult student enquiries in a mindful, considered way.• Utilise the University's enquiry tracking system to record detailed and concise information relevant to the student enquiry. Provide a timely update and resolution to all enquiries, evaluating feedback to encourage continuous improvement within the service.• Investigate and collate information from multiple business systems and databases to provide an accurate response to emerging enquiries.• Liaise between all University departments to gather relevant information regarding a student enquiry. |

| | |
|-------------------------------|---|
| | <ul style="list-style-type: none"> • Administer and ensure accuracy of documentation required by external organisations. • Identify, challenge, and improve processes which impact the student journey. • Ownership and pro-active maintenance of all online content related to the Gateway and its services to students to include but not limited to the online Gateway FAQ repository and the Gateway webpages. • Assist and guide students through the institution's suite of web-based learning and support platforms. • Contribute to the planning of and participation in student events. • Contribute to innovative digital content, ensuring relevance and accuracy for a student audience. • Contribute to the development and delivery of a Gateway staff induction programme, including participating in a rolling training programme to support existing staff and enhance knowledge within the team. |
| Special Circumstances: | <ul style="list-style-type: none"> • Some weekend and evening working as required. • Scheduled work across two campus. • Owing to particular responsibilities of the post, there will be sometimes of the year when it will either not be possible for the post holder to take annual leave, or be necessary to limit the amount of annual leave that can be taken. |



Part 2A: Essential and Desirable Criteria

Essential

- Degree, or equivalent - or working towards such; or significant relevant experience.
- Proven experience of consistently exceeding expectations in a front facing customer support environment with an ability to provide a high standard of customer care and advice.
- Ability to concurrently utilise multiple business systems and quickly understand the data to fully investigate an enquiry to resolution.
- Demonstrable experience of applying a digital solution to improve a current processes.
- Ability to operate effectively in a pressured and complexed customer-facing environment – including the ability to relay appropriately decisions which may have a negative impact on the customer.
- The ability to provide accurate, detailed and concise written communication through a variety of channels.

Desirable

- Basic knowledge of student immigration regulations and how to interpret them.
- Experience of working in a Higher Education environment.
- Demonstrable experience of using a Customer Relation Management / enquiry tracking system.
- A record of challenging processes to increase effectiveness demonstrating diplomacy and negotiation skills between various levels of an organisation.

Part 2B: Key Competencies

Leadership Responsibilities

- Provide operational leadership in key functional areas by way of continuous improvement and customer satisfaction.
- Take ownership of issues and ensuring their effective resolution.
- Contribute to team and event planning as appropriate.
- Advocate for and positively promote the Service.

Supporting Customers and Stakeholders

- Liaises with a wide range of internal and external customers as required by this front-facing, first point of contact role.
- Develop effective links and relationships with the wider University community and external stakeholders.

| | |
|-------------------------|--|
| Contribution to Culture | <ul style="list-style-type: none"> • Identify when assistance and support is and is not needed; and refers appropriately. • Provide for the 'personalised journey' aspirations of the Strategic Plan. • Contribute to the Gateway's increasing portfolio of online support for students. |
| | <p>To understand and support a culture in the Service which supports University and Service priorities, including:</p> <ul style="list-style-type: none"> • Responsiveness • Excellence in customer service and valuing the importance of delivering services of the highest quality • Ownership of actions; • Adaptability & a 'can do' attitude • Strong communication • Innovation • Inclusiveness • Collaboration and working across team boundaries to build & strengthen working relationships • Flexibility of approach • Being student-centric |
| Date Completed: | June 2022 |