



### **Job Description**

<b>Job Title:</b>	Student Relations Officer
<b>Salary Band:</b>	Band 2
<b>Working Hours:</b>	Full Time – 35 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 throughout the student journey.

Provide information, advice and guidance to our students as part of our Gateway (one stop shop) and Reception team. Provide excellent customer service that is welcoming, helpful, accurate and aims to 'get it right first time'.

Provide support for planning, promotion, administration and delivery of events and societies for students.

Act as a Champion within the Gateway team for certain areas of activity such as International student queries, Academic queries, Student Ambassador and Events support. Ensuring the whole team is kept informed of and can provide appropriate support to students in your area of expertise. Be a point of escalation for more complex enquiries and escalate where appropriate.

Always deliver and champion excellent customer service to all stakeholders.

#### **Reporting lines:**

This post holder reports to the Student Relations Manager

#### **Staff reporting to this job:**

No line management responsibilities.

May be required to oversee the work of Gateway and Reception staff, temporary staff and student roles as directed by the Student Relations Manager.

#### **Main duties:**

Take lead responsibility for key areas of knowledge, information and activities within the Gateway team; be the specialist in these areas, keeping knowledge up to date.

Provide the team and colleagues with updates and share knowledge and expertise to enable the team to handle enquiries effectively; develop and maintain FAQs in relation to the areas of expertise; support the Management Team by sharing feedback and contributing to service developments regarding the specialist areas of expertise.

Prepare and deliver student support sessions in the specialist areas of expertise as appropriate.

Support the Student Relations Manager, and other colleagues as directed, with planning and delivery of enrichment sessions and events for the students to maximise students' engagement and participation.

Provide guidance and administrative support to student-led groups, events and other enrichment activities.

Coordinate and supervise Student Ambassadors ensuring timely response to new requests from managers, an accurate allocation to assignments and effective liaison with HR to maintain compliance. Be a first point of contact for Student Ambassadors.

Support the Services for Students Management team with integrated student induction planning and delivery, including facilitating their smooth running, timetabling and administration. Champion on events for student services from the events calendar. Support on Projects such as Prepare4Uni and Flying Start.

Assist the Student Relations Manager with the general running of the Gateway.

Provide a student-centred, approachable and responsive student enquiry and support service to all University of Sunderland in London students and staff. Champion on International student queries.

Ensure the accurate and timely delivery of information, advice and guidance to all students on a wide variety of student relations matters. Champion on academic queries for gateway team.

Recognise and refer complex enquiries to the appropriate University contact, whilst ensuring the student concerned receives a timely and appropriate response.

Provide a welcoming and helpful service to students that meets our professional standards.

Administer our appointments and booking systems to facilitate student access to specialist advisors as appropriate.

Administer a logging system to ensure all enquiries and interactions are recorded and dealt with in an appropriate manner.

Assist with the development of any student relations web pages, SharePoint Content, Digital Signage, social media, communication mechanisms and promotional materials.

Contribute to the development of a feedback loop from the students that enables the ongoing review of the suitability and success of the Gateway service.

Contribute to the development and maintenance of FAQs and other student information sources.

Identify, develop and undertake project opportunities in collaboration with the Student Relations Manager, which will directly enhance our students experience and journey. This may include social networking opportunities, trips and visits and the identification, development and implementation of service improvements.

Be competent in the effective use of systems and software to help answer and manage enquiries and to share information, such as email ticketing systems, telephony software, MS Office and student information databases.

Work collaboratively and maintain a positive working relationship with colleagues and teams across the University to ensure our students are fully supported.

Remain up to date with relevant regulations, University policies and procedures to deliver fit for purpose advice and guidance, to ensure accurate information is provided to students and to contribute to meeting compliance and other requirements.

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 and appreciation of the importance and effective delivery of an excellent student experience to all learners.

Commitment to promoting and incorporating our corporate values into the delivery of your work.

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

**Special factors:**

A flexible approach to work will be required as although the role is primarily daytime based it may include occasional unsociable hours. Annual leave may be restricted at certain times of the year to accommodate business needs.

**Person Specification**

<b>Essential</b>	<b>Qualifications</b>
	Educated to A level standard or equivalent.
	<b>Experience</b>
	Proven experience of delivery a high-quality service in a customer focussed support/service environment.
	Proven experience of delivering information, advice, guidance in one or more of areas:
	<ul style="list-style-type: none"> <li>• International students, including student life</li> <li>• Money finance and/or debt</li> <li>• Housing support services</li> </ul>

	<ul style="list-style-type: none"> <li>• Academic policies and programme information</li> </ul> <p>Experience of facilitating events and/or student enrichment activity such as delivering support, induction or learning sessions.</p> <p>Proven experience of working in a role where teamwork was key to effective service delivery.</p> <p><b>Skills &amp; Attributes</b></p> <p>Demonstrable knowledge of one or more of the following areas in:</p> <ul style="list-style-type: none"> <li>• International students, including student life, visa and immigration</li> <li>• Money finance and/or debt</li> <li>• Student housing</li> <li>• Planning events</li> <li>• Student Ambassadors</li> <li>• Academic relations, including policies and programme information</li> </ul> <p>Empathy and a demonstrable understanding of stakeholders issues and concerns.</p> <p>The ability to problem-solve and take ownership of enquiries and issues to reach a positive resolution.</p> <p>A positive and attentive attitude and approach to dealing with customers and working with colleagues.</p> <p>Decision making skills both to identify where issues need to be handed over or escalated, as well as identifying solutions directly.</p> <p>Demonstrable IT skills including proven competence at intermediate level in Microsoft Office (PowerPoint, Excel, Word and Outlook).</p> <p>Ability to use systems and databases to support service delivery.</p> <p>Exceptional communication skills including presentation skills and the ability to listen, understand and tailor your response appropriately.</p> <p>A proven ability to work under pressure within a busy service environment whilst maintaining a high level of customer service.</p> <p>Ability to take direct responsibility to provide an excellent customer experience and deal effectively with difficulties and conflict.</p> <p>Excellent administrative and organisational skills and the ability to demonstrate accuracy and attention to detail.</p>
<p><b>Desirable</b></p>	<p><b>Skills &amp; Attributes</b></p> <p>Ability to prepare and deliver information to groups that is engaging and effective.</p>

**DATE CREATED: 1<sup>st</sup> October 2021**



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