



## **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) 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 activities, deliver induction sessions and welcome activities for students.

Act as a Champion within the Gateway team for certain areas of activity such as academic queries, or Induction. Ensuring the whole team is kept informed 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 Student Relations Assistants, temporary staff and student roles as directed by the Student Relations Manager.

### **Main duties:**

Provide a student-centred, approachable and responsive student enquiry and support service to all University of Sunderland in London students and staff that is welcoming, helpful and meets our professional standards.

Using all our contact channels, including Compass, face-to-face and telephone, ensure the accurate and timely delivery of information, advice and guidance to all students on a wide variety of student relations matters. Taking ownership of enquiries to ensure they are resolved or escalated appropriately.

Document all enquires and interactions appropriately, ensuring a clear record of interactions and steps taken to find solutions for accurate statistics and audit purposes.

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

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

Support the production of Gateway reporting including statistics.

Support and deliver our integrated student induction, including planning, facilitating smooth running, timetabling and administration.

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. Prepare and deliver student support sessions as appropriate.

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

Take lead responsibility for key areas of knowledge, information and activities within the Gateway team; keeping knowledge up to date and sharing this with the wider Gateway team to ensure accurate guidance to students.

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.

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

Assist with the development of any student relations FAQs, 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.

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.

Present commitment and appreciation of the importance and effective delivery of an excellent student experience to all learners and 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, or guidance.  Experience of facilitating events and/or student enrichment activity such as delivering support, induction or learning sessions.  Proven experience of working in a role where teamwork was key to effective service delivery.
	<b>Skills &amp; Attributes</b> Demonstrable knowledge of one or more of the following areas in: <ul style="list-style-type: none"> <li>• Student welcome and induction</li> <li>• University information as relevant to students</li> <li>• International students, including student life, visa and immigration</li> <li>• Money finance and/or debt</li> <li>• Student housing</li> <li>• Planning or supporting events</li> <li>• Academic 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 impactful.</p>

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

**DATE EDITED: 1 NOVEMBER 2022**



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