

Role Profile

Student Relations Officer

Salary:	Band 2
Working Hours:	Full Time – 35 hours per week (32 hours over four days during 4-day week pilot)
Reporting to:	Student Relations Team Leader
Direct reports:	
	None. May be required to oversee the work of temporary staff and student roles as directed by the student Relations Team Leader.
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 of 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 enquires and escalate where appropriate.
	Always deliver and champion excellent customer service to all stakeholders.

Job Description

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.

Assist with reception duties, including warmly welcoming and guiding students and visitors at the reception desk to ensure a positive and organised experience.

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 Engagement and 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 Engagement and 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 Engagement and 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.

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

Other 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

Essential	<p>Qualifications</p> <p>Educated to A level standard or equivalent.</p>
	<p>Experience</p> <p>Experience of delivery a high-quality service in a customer focused support/service environment.</p> <p>Experience of delivering information, advice, or guidance to customers.</p> <p>Proven experience of working in a role where teamwork was key to effective service delivery.</p> <p>Previous experience utilising systems and databases to support service delivery</p>
	<p>Skills & Attributes</p> <p>IT skills including competence at intermediate level in Microsoft Office (PowerPoint, Excel and Outlook).</p> <p>A positive and attentive attitude and approach to dealing with customers and working with colleagues.</p> <p>Exceptional customer service skills including dealing with and deescalating conflict.</p> <p>Exceptional communication skills including presentation skills and the ability to listen, understand and tailor your response appropriately.</p> <p>Demonstrable knowledge of one or more of the following areas:</p> <ul style="list-style-type: none"> • Student welcome and induction • University information as relevant to students • International students, including student life, and immigration • Planning or supporting events • Academic policies and programme information <p>Excellent administrative and organisational skills and the ability to demonstrate accuracy and attention to detail.</p> <p>Empathy and a demonstrable understanding of stakeholder's issues and concerns.</p> <p>The ability to problem-solve and take ownership of enquiries and issues to reach a positive resolution.</p>

<p>Desirable</p>	<p>Experience</p> <p>Experience of working in a student support role in Further or Higher Education.</p> <p>Experience of facilitating events and/or student enrichment activity such as delivering support, induction or learning sessions.</p> <p>Skills and Abilities</p> <p>Ability to prepare and deliver information to groups that is engaging and impactful.</p> <p>Decision making skills both to identify where issues need to be handed over or escalated, as well as identifying solutions directly.</p>
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DATE CREATED: Jan 2024

