

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder:		Job Title:	Student Support Officer
Reports to:	Director of Students	Location:	London
Department:	Higher Education	Job Family:	Support

SECTION 2

DEPARTMENT STRUCTURE

TBC

SECTION 3

OVERALL JOB PURPOSE

To assist in the day-to-day running of the HE programmes and act as the first point of contact to students requiring help with non-academic and pastoral matters. To provide (together with the other Support Officers) an efficient and effective support service to students for the full range of activities across the student lifecycle.

Working as part of the Student Support team offer a coherent student experience across all HE programmes including full time, part time and any partnership programmes.

SIZE/DIMENSIONS

None

PRINCIPAL ACTIVITIES / OUTPUT OF JOB

As an employee of The London Institute of Banking & Finance the jobholder will be responsible for:

- First point of contact for students and staff across the organisation on non-academic queries.
- Respond professionally to queries from staff and students either face-to-face, online and email within the agreed SLA timelines.
- To maintain clear communications with students regarding all non-academic related matters, using appropriate methods of delivery.
- Manage and support the development and implementation of student initiatives and engagement activities to help promote positive student experiences, working with the student reps and student societies
- Providing pastoral care, including mental health support and signposting on to other services when needed
- Work with Student Data Officer in ensuring student records are up to date and accurate at all times, including processing student withdrawals, module registrations, attendance.
- Liaise with faculty, Education Technology Team in ensuring that information on Virtual Learning Environment (VLE) is current and accurate.

- Liaise with teams across the organisation (including faculty, facilities, QPR, Learning Provisions etc) to ensure that student related operations are efficiently managed (eg: timetables) and communicated to students.
- Participate and/or lead on cyclical activities such as student surveys and feedback (NSS, module/programme surveys), student induction, student engagement activities.
- To support the administration of graduation which may include checking graduation lists and marshalling at graduation ceremonies.
- Where appropriate, supporting the HE programme management team and students within collaborative provision arrangements.
- Participating in other administrative tasks relevant to HE provision.

To contribute to the efficient development, management and promotion of HE provision within The London Institute of Banking & Finance by:

- Helping to develop and maintain a good working relationship with staff across a range of departments within The London Institute of Banking & Finance.
- Helping to maintain a good working relationship with partner organisations.
- Contributing to and supporting the development of new initiatives and programme enhancements to extend the provision of HE programmes.
- Undertaking any further reasonable duties as may be required by The London Institute of Banking & Finance.

SKILLS AND KNOWLEDGE

- The post holder will have some experience working in a University.
- Listening, interpersonal and pastoral care skills to deal with sensitive issues concerning students and provide first line support.
- Taking responsibility for dealing with referred issues for students and providing first line support to colleagues when dealing with students; provide further sources of help (signposting) if required.

PERSONAL ATTRIBUTES

- Well organised and has good communication skills.
- Ability to work independently and as a member of a team.
- Possess good IT skills, including MS Office.
- Evidence of supporting students and a commitment to high levels of pastoral care.
- Evidence of a strong contribution to administration as well as to the general life and work of an academic institution or similar.

CONTACTS AND INFLUENCE EXERCISED

- The post holder will attend / be a member of such committees as may be relevant to their administrative duties.
- Unlimited contact with students, academics, alumni and staff.

DECISIONS

Indicate the level which best describes the job holder’s involvement in the decision-making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance /Proshare objectives	

DEFINITION /CLARITY

This is a new role and as such the job description is subject to change.

ANY ADDITIONAL FEATURES OF NOTE

None.

Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date

PERSON SPECIFICATION

Job Title: Student Support Officer
Reports to: Director of Students
Department: Higher Education

Qualifications, knowledge and professional memberships	<i>Essential / desirable?</i>	
First degree or equivalent qualification or experience	D	
A levels or equivalent qualification	E	
An understanding of the Higher Education environment	E	
Sound knowledge of The London Institute of Banking & Finance strategy, practices, processes and IT systems	D	
Technical competencies (skills and experience)	<i>Essential / desirable?</i>	
Well organised and has good communication skills.	E	
Ability to work independently and as a member of a team.	E	
Possess good IT skills, including MS Office.	E	
Evidence of supporting university students and a commitment to high levels of pastoral care.	E	
Evidence of a strong contribution to administration as well as to the general life and work of an academic institution or similar.	E	
Credibility across a wide range of stakeholders: The London Institute of Banking & Finance and university staff including academics, senior managers within financial services organisations and teachers and tutors in schools and colleges.	D	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed

Date JOB HOLDER

Signed

Date LINE MANAGER