JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Services Centre Supervisor (Communications)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Administration</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<td>Grade:</td>
<td>6</td>
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<td>Accountable to:</td>
<td>Student Services Centre Manager</td>
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<tr>
<td>Accountable for:</td>
<td>Student Services Centre Advisor</td>
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Purpose of the Post

Student Administration is responsible for all central administrative functions involved in the student lifecycle. The Student Services Centre within Student Administration has been designed to provide a central point of contact for all non-academic enquiries and services, making easy for students to obtain the information and help they need. It is expected that staff who work in this team will develop a breadth of knowledge across all professional services and demonstrate a commitment to our vision and service standards. The Student Services Centre is dedicated to providing outstanding customer service, and staff in this role are key to the success of the service.

The Student Services Centre Supervisor (Communications) role is responsible for the key tasks outlined below.

Key Tasks

The role-specific duties of the Communications Supervisor include:

- Coordinating the preparation and distribution of communications to all or targeted groups of students in consultation with the Marketing and Communications team and content owners in Student Administration.
- Developing the Student Services Centre’s online presence, including web management for all student-facing webpages for Student Administration.
- Monitoring the effectiveness of communication campaigns and online resources including page views and response rates.
- Developing and maintaining the Student Administration Communications Plan.
- Creating innovative campaigns (including video content) to engage students with key messages from central professional services.
- Supporting the development of dynamic content on the Student Intranet by sharing data trends on current queries in the Student Services Centre.
- Managing the social media content and live chat operation for the Student Services Centre.
- Responsibility for training staff on best practice in communicating with students, ensuring compliance with the College brand toolkit.
Duties specific to all Student Services Centre Supervisors:

- Assisting with the co-ordination of work within the Student Services Centre, to ensure work is shared amongst team members and that all service standards are achieved and turnaround times met.
- Managing the staff rota to ensure the Walk-In Centre and Contact Centre are always appropriately staffed.
- Line management responsibility. The number of line management reports is dependent on the team structure. Staff in this role would not be expected to line manage more than 2 staff members.
- Organising the team to respond to changes in demand by opening up positions, creating fast track queues, monitoring waiting times etc.
- Maintaining the operational calendar of key tasks and events and co-ordinating all associated activities.
- Developing an in-depth knowledge of key areas to act as a point of referral for front line advisors.
- Overseeing the referral (where necessary) of queries to other professional services.
- Undertaking projects to enhance the student experience as directed by the Student Services Centre Manager/Assistant Manager.
- Taking a lead role in implementing new processes.
- Writing and developing procedures relating to the services delivered through the Student Services Centre to ensure consistent delivery.
- Coordinating the sharing of best practice between Advisors, Senior Advisors and Supervisors.
- Ensuring that all staff are appropriately trained in data protection legislation.
- Ensuring all staff are trained on the complaints process and acting as the point of escalation for Senior Advisors.
- Assisting the Manager/Assistant Manager with the induction of new staff including producing the induction timetable and training schedule.
- Assisting with staff training and identifying opportunities for team training and development.
- Servicing College committees or working groups as appropriate.
- Keeping up to date with developments within the sector relating to Student Services.
- Contributing to the culture of continuous development by identifying service improvements and areas for expansion.
- Representing the Student Services Centre at College events and to actively work to promote the role of the Centre.

The Student Services Centre will be open from 8.30am until 6.30pm during term-time and 9.30am until 5.30pm during the vacations for the 2017/18 academic year. These hours are subject to regular review and may change in response to service offering and demand. All members of the team are responsible for supporting the Walk-In and Contact Centre services and are therefore expected to work a shift pattern to ensure that the Centre is adequately staffed during opening hours.

Other Duties

The Student Services Centre is a developing function and is expected to evolve in the coming months and years.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.
Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Student Administration, Admin Services team
- Marketing and Communications, particularly the Internal Communications team
- Student Engagement & Sport, particularly the Campus Life and Hall Life teams
- Other Davison Building services, particularly Careers & Employability and Library
- Student Advisory and Wellbeing Services
- Commercial Services, particularly the Residential Services team