**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Services Centre Supervisor (Contact Centre)</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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<tr>
<td>Grade:</td>
<td>6</td>
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<td>Accountable to:</td>
<td>Student Services Centre Manager</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 (Contact Centre) role is responsible for the key tasks outlined below.

**Key Tasks**

Duties specific to all 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.
- 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.
- Developing an in-depth knowledge of key areas to act as a point of referral for front line advisors.
- Overseeing the referral of queries to other professional services (where necessary).
- 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.
- Coordinating the sharing of best practice between Advisors, Senior Advisors and Supervisors.
- 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.

In addition to the above, the duties of the Supervisor (Contact Centre) include:

- Managing the staff rota to ensure the Walk-in Centre and Contact Centre are always appropriately staffed (shared with Supervisor Walk-In Centre)
- Managing the delivery of all email (requests) and telephone services in the Student Services Centre
- Real-time monitoring of wait times for email and phone enquiries and co-ordinating response to changes in demand (including call back management)
- Ensuring all service standards / KPIs for Contact Centre are met
- Management of physical Back Office space
- Creating and maintaining an operational calendar for the Contact Centre
- Responsibility for co-ordinating out of office messages for the CRM and telephony system (and co-ordinating out of office messages for team outlook accounts on team closure days/discretionary days/bank holidays)
- Management of Contact Centre folders on shared drive
- Gathering and monitoring feedback received via feedback mechanisms in the CRM system
- Overseeing the Verification of Student Status and Award Services
- Overseeing the processing of Early Departure forms (for students interrupting or withdrawing) under Accommodation Services
- Responsible for DHL invoice processing
- Expert on:
  - Notice forms
  - Student Finance
  - Scholarships, Bursaries and Awards
  - Student Movements
- Line Management of the Senior Advisor (Contact Centre)
- Supervision of Student Staff working in the Contact Centre
- Responsibility for training and induction of new and existing staff on Contact Centre activities/processes
- Co-ordinating the creation and updating of all Contact Centre procedures
- Responsibility for training staff on data protection legislation (for dealing with phone and email enquiries)
- Conducting shadowing of staff responding to email and phone enquiries (spot checks)
- Responsibility for training and induction of new and existing staff on the complaints procedure
- Creating and maintaining a staff skills matrix for the Contact Centre to inform training and induction activities
- Responsibility for development of self-service provision
- Identification of developments for Contact Centre services including sector research

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
- Student Fees
- Student Advisory and Wellbeing Services
- Student Engagement & Sport, particularly the Campus Life and Hall Life teams
- Commercial Services, particularly the Residential Services team
- IT Services
- Other Davison Building services, particularly Careers & Employability and Library
- Other professional services and academic departments