## Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Experience Officer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Careers &amp; Employability, Academic Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>5</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Placements &amp; Student Experience</td>
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### Purpose of the Post

Working in the Careers & Employability Service, the Student Experience Officer is expected to work with other staff to provide outstanding professional service to students and other visitors at all times, making it easier for students to access and be referred to our full range of careers services.

As part of the Placements and Student Experience team, the position includes offering support for placements and internships activities.

The Student Experience Officer is expected to deliver excellent customer service, in alignment with other professional Academic Services such as Student Services or Library Services.

### Key Tasks

1. Respond to all enquiries and requests received at the help desk, either in-person, by phone, by email, through our careers service management system or enquiries management system, in accordance with team standards and service objectives.

2. Responsible for ensuring that the help desk is staffed at all times and delivers outstanding levels of customer service, in alignment with other professional Academic Services such as Student Services or Library Services.

3. Triage of students at the help desk ensuring initial diagnosis and advice to students, referring or matching them to our full range of internal and external sources of help as appropriate.
4. Log and track enquiries using the enquiry management system, and where appropriate liaise with colleagues from the service and across the College to ensure that the enquiry is resolved appropriately and in a timely manner.

5. Use efficiently all help desk systems, including careers service management system, phone, room booking and queue management systems. Proactively resolve issues and recommend improvements in the way those/similar tools are used, in consultation with the service managers.

6. Collaborate effectively with all Careers & Employability staff to ensure a coherent and consistent messaging about Careers & Employability services is delivered to students through all student contact channels including in-person and online.

7. Record, monitor and analyse feedback and statistics on careers enquiries and referral services and on other activities as required. Implement changes in accordance with the feedback.

8. Provide support for placements, internships or any other work experience related activity. Organise and supervise student appointment activity within The Careers & Employability Service, including promoting and monitoring the activity.

9. Ensure that both printed and online content, tools and resources are relevant and up-to-date. Collaborate with all members of staff to propose and implement new tools and resources according to new developments in the sector.

10. Support the training and induction of staff on help desk procedures and processes, including for student ambassadors as required.

11. Organise Careers & Employability involvement in key student-facing events such as welcome week, celebration week, open days and applicant visit days or other College events as required.

12. Act as first point of contact for visitors to the Careers & Employability Service, conducting introductions to the service as required.

13. Create and update procedures for the help desk activities/processes.

14. Undertake any duties commensurate with the role to support optimal functioning of Careers & Employability service (courier, maintaining equipment, parking permits, premises).

15. Undertake Health & Safety training and oversee compliance with Health & Safety regulations (fire marshal, first-aid, lone-working policy, manual handling).
The Careers & Employability Service will be open from 10am to 6pm during term-time and 10am to 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 Careers & Employability Service and are expected to work on a fixed pattern to ensure that the Centre is adequately staffed during opening hours.

### Other Duties
The Careers & Employability Service is a developing function and is expected to evolve in 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:
- Other professional services, both internal and external and academic departments
- Other Davison Building services, particularly Careers & Employability and Library
- Student Advisory and Wellbeing Services
- Student Engagement & Sport
- Student Administration, Admin Services team
- IT Services

As part of The Careers Group, University of London and the Association of Graduate Careers Advisory Services (AGCAS) participate in meetings, events, training and cross college projects appropriate to this grade.