

JOB DESCRIPTION

Job Title:	Student Services Centre Senior Advisor (Contact Centre)
Department / Unit:	Student Administration
Job type	Professional Services
Grade:	5
Accountable to:	Student Services Centre Supervisor
Purpose of the Post	
<p>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.</p> <p>The Student Services Centre Senior Advisor role is responsible for the key tasks outlined below.</p>	
Key tasks for all Advisors and Senior Advisors:	
<p>Responding to all enquiries and requests for information, made in-person, by phone or by email from current, former and prospective students, staff and visitors to the University.</p> <p>Logging and tracking queries using a Customer Relationship Management (CRM) tool, and where appropriate liaising with colleagues from across the College and external agencies (e.g. local councils and banks) to ensure that the query is resolved appropriately and in a timely manner.</p> <p>Arranging appointments for students with specialists in other areas such as Hall Life or Student Fees.</p> <p>Assisting in the maintenance of data on the student record system.</p> <p>Producing documents and transcripts of results for current and former students.</p> <p>Providing verification of student attendance and qualifications to external employers and agencies.</p> <p>Providing the required authorisation on forms and documents (where appropriate) as required by students e.g. Professional & Career Development Loans, student aid (CSN Study Assurance) and 18 + Student Oyster Photo card.</p> <p>Conducting ID checks, including visa and passport checks, as part of student enrolment.</p> <p>Processing fee payments for tuition and accommodation.</p>	

Producing and issuing College Cards.

Assisting in the development of procedures and service improvements.

Undertaking placements or tasks to enhance working relationships with other teams in the College and to increase our knowledge/understanding of other areas.

Contributing to the updating and creation of resources e.g. the website and leaflets/flyers.

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 2018/19 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.

In addition to the above, the tasks of a Senior Advisor (Contact Centre) include:

Real-time monitoring of wait times for phone enquiries and co-ordinating response to changes in demand (including call back management).

Creating and updating procedures and user guides for Contact Centre activities and processes.

Supporting the training and induction of new and existing staff on Contact Centre activities.

Assisting in the implementation of new processes and procedures in the Contact Centre.

Acting as the first point of contact for complaints and complex queries, managing and escalating these as appropriate.

Assisting in the recording and monitoring of key performance indicators to ensure service standards are met and where possible exceeded.

Mentoring and supporting other members of the team and instilling best practice in the use of policies and procedures.

Contributing to the culture of continuous development by identifying service improvements and areas for expansion.

Taking responsibility for particular activities involved in the organisation of key student-facing events such as pre-arrival events and graduation ceremonies.

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