

## JOB DESCRIPTION

<b>Job Title:</b>	Student Services Centre Advisor
<b>Department / Unit:</b>	Student Administration
<b>Grade:</b>	RHUL 4
<b>Accountable to:</b>	Student Services Centre Supervisor
<b>Purpose of the Post</b>	
<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 Advisor role is responsible for the key tasks outlined below.</p>	
<b>Key Tasks</b>	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Arranging appointments for students with specialists in other areas such as Hall Life or Student Fees.</li> <li>• Assisting in the maintenance of data on the student record system.</li> <li>• Producing documents and transcripts of results for current and former students.</li> <li>• Providing verification of student attendance and qualifications to external employers and agencies.</li> <li>• Providing the required authorisation on forms and documents (where appropriate) as required by students e.g. Professional &amp; Career Development Loans, student aid (CSN Study Assurance) and 18 + Student Oyster Photocard.</li> <li>• Conducting ID checks, including visa and passport checks, as part of student enrolment.</li> <li>• Processing fee payments for tuition and accommodation.</li> <li>• Producing and issuing College Cards.</li> <li>• Assisting in the development of procedures and service improvements.</li> <li>• Undertaking placements or tasks to enhance working relationships with other teams in the College and to increase our knowledge/understanding of other areas.</li> <li>• Contributing to the updating and creation of resources e.g. the website and leaflets/flyers.</li> </ul>	

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.

### **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