

## JOB DESCRIPTION

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| <b>Job Title:</b>   | Student Services Centre Supervisor (Enquiry Management) |
| <b>Department / Unit:</b>   | Student Administration                                  |
| <b>Job type</b>   | Professional Services                                   |
| <b>Grade:</b>   | RHUL 6  |
| <b>Accountable to:</b>  | Student Services Centre Manager                         |
| <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 it 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 Supervisor role is responsible for the key tasks outlined below.</p>  |   |
| <b>Key Tasks</b>  |   |
| <ul style="list-style-type: none"> <li>• Managing the Front Desk, Phone and Email service for the Student Services Centre (including assigning emails to team members with support from Senior Advisors) to ensure we are responding to enquires in an efficient and timely manner. Recording and reviewing KPIs to inform the development of our service and key operational plans and reporting to the relevant Assistant Manager on developments and challenges.</li> <li>• Coordinating the work of the advisors within the Student Services Centre, to ensure resource is appropriately deployed to respond to enquiries within our advertised turnaround times and monitoring individual performance.</li> <li>• Managing the staff rota with support from Senior Advisors to ensure the Walk-In Centre and Contact Centre (Phones &amp; Emails) are appropriately staffed.</li> <li>• Organization of operational support from other teams during events and peak times i.e. organizing student fees to take payments on the front desk in the lead up to each payment deadline, coordinating use of fast track positions on the front desk and use of meeting rooms (e.g. to conduct ID checks) to reduce wait times.</li> <li>• Ensuring updates/changes to our enquiry management services (walk-in, phone or email) are clearly communicated i.e. by preparing additional signage for the walk-in centre and updates for the digital signage and ensuring phone messages and the out of office autoreply on the Student Service mailbox is updated.</li> <li>• Troubleshooting hardware/IT issues that impact service delivery.</li> <li>• Organizing the team to respond to changes in demand by opening up positions, creating fast track queues, monitoring waiting times etc.</li> <li>• Overseeing the referral (where necessary) of queries to other professional services.</li> </ul> |   |

- Undertaking projects as directed by the Student Services Centre Manager/Assistant Manager(s).
- Writing and developing procedures and templates to help the team respond to queries effectively.
- Coordinating the sharing of best practice between Advisors, Senior Advisors and Supervisors.
- Ensuring that all staff are appropriately trained in General Data Protection Regulation.
- Ensuring all staff are trained on the complaints process and acting as a point of escalation for Senior Advisors.
- Assisting the Manager/Assistant Manager with the induction of new staff.
- Assisting with staff training and identifying opportunities for team training and development.
- Coordination of the team training log, ensuring training takes place at the appropriate time, recording attendance and making alternative arrangements for when training is missed.
- Maintaining the operational calendar of key tasks and events for query management and co-ordinating all associated activities.
- Managing the SSC meeting rooms so that usage of the Centre's space is optimized to support enquiry management.
- Managing the collection of customer feedback across all SSC services.
- Line management responsibility
- 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, including taking a lead on referrals and enquiry management during the peak summer period. This would include planning knowledge sharing sessions (based on previous year's enquiry statistics) to ensure other services have FAQs and training sessions on our basic enquiries and monitoring referrals during this period.
- Responsibility for conducting spot-checks on emails and shadowing on front desk & phones to review quality of responses / advice and levels of customer service to identify training needs.

The Student Services Centre team is currently working from 9am until 5pm during the 2020/21 academic year linked to changes in our service as a result of Covid-19. 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 (if required) 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
- 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