



JOB DESCRIPTION

Job Title:	Student Services Centre Advisor
Faculty/Directorate/Department:	Student Administration
Job type:	Professional Services
Grade:	4
Accountable to:	Student Services Centre Assistant Manager
Accountable for:	-
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 Advisor role is responsible for the key tasks outlined below.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Triaging and responding to enquiries and requests for information, made in-person, by phone or via our Enquiry Management System (Microsoft Dynamics). • Responding to a broad range of enquirers across the breadth of the student lifecycle, including international students, parents and supporters, former and prospective students, staff, and visitors to the University. • Ensuring all enquiries are accurately recorded for reporting and quality control purposes. • Liaising with colleagues from across the University and external agencies (e.g., local councils and banks) to ensure that enquiries are resolved appropriately and in a timely manner. • Arranging appointments for students with specialists in other areas such as Student Fees. • Assisting in the maintenance of data on the student record system. • Producing documents including transcripts of results for current and former students. • Providing verification of student attendance and qualifications to external employers and agencies. • 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 Photocard. 	

- Conducting Identity checks, including visa and passport checks, as part of student enrolment.
- Processing fee payments for Replacement Student ID Cards.
- Producing and issuing Student ID Cards.
- Assisting in the development of procedures and service improvements.
- Contributing to the updating and creation of resources e.g., webpages and user guides.

The Student Services Centre team is currently working from 9am until 5pm. 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 work is scheduled daily on a team rota where team members hot desk throughout the day to meet the work of the Centre. Team members may therefore be expected to work a shift pattern (if required) to ensure that the Centre is adequately staffed during opening hours.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Student Services Centre Advisor **Department:** Student Administration

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Good standard of education up to A-Level or equivalent	x	
Knowledge and understanding of the Higher Education student life cycle		x
Skills and Abilities		
Excellent IT skills and the ability to learn new programmes	x	
Excellent organisational skills and the ability to work on own initiative	x	
Ability to work under pressure with excellent attention to detail	x	
Ability to work as part of a team	x	
Excellent interpersonal skills including an ability to use tact and diplomacy	x	
Excellent communication skills (verbal and written)	x	
Experience		
Familiarity with Student Records Systems (preferably Banner) and Enquiry Management (CRM) systems		x
Experience of working in a customer service environment and committed to providing outstanding customer service	x	
Other Requirements		
Occasional weekend or late evening working, as well as occasional travel to events and other external activities as required	x	