



JOB DESCRIPTION

Job title: Student Hub Supervisor

Grade: F

Service: Student and Academic Services

Location: All sites

Responsible to: Head of Student Support Hub, Hub Manager

Responsible for: Hub Senior Advisors, Hub Helpdesk Advisors, Hub Telephone Team Advisors, Temporary Staff.

Liaison with: Specialist Support Teams, Students, Schools and other Services, temporary staff and external agencies

ABOUT UEL:

The University of East London has been pioneering futures since 1898: from the 2nd Industrial Revolution through to where we are now, the 4th. We are a careers-led university, dedicated to supporting our students to develop the skills, emotional intelligence and creativity needed to thrive in a constantly changing world.

Vision 2028 has been developed to transform our curriculum, pedagogy, research impact and partnerships to make a positive difference to student, graduate and community success. Our ambitious but achievable goal is to become the leading careers-focused, enterprising university in the UK, one which both prepares our students for the jobs of the future and provides the innovation to drive that future sustainably and inclusively.

THE DEPARTMENT:

The Student Hubs are the central service points for any or all student queries. Our team of 25 personnel deliver a wide range of support, guidance and information via our helpdesk, telephone and on-line provision across our three sites. We are now in our fifth year of operations with a focus on continuous improvement in our service delivery and with the student experience at the heart of everything we do.

Job purpose:

To supervise delivery of an effective, timely and customer focused helpdesk service, covering face to face, telephone and electronic channels as appropriate and ensuring compliance with agreed service levels. To have cross-campus supervisor responsibility for the Hub Senior Advisors, Hub Advisors, Telephone Team Advisors and temporary staff in the absence of the Hub Manager. To support the Head of Hub and Hub Manager in creating a welcoming, proactive and professional suite of services.

Main Duties and Responsibilities:

1. To support the Head of Hub and Hub Manager in leading and motivating the team to deliver an excellent standard of service, ensuring that appropriate resources (staff and operational) are available and maintained to meet service standards.
2. To be responsible for the day to day operational activities of the assigned team, prioritising activities and resource deployment to deal with varying demand and queue management on the helpdesks and telephones, ensuring that agreed service levels are met.
3. To evaluate the learning and professional development needs of the Senior Advisors, Helpdesk Advisors and Telephone Team Advisors and to plan/deliver development activities that meet the required skills, knowledge and behaviours of the team.
4. To develop, document and maintain appropriate procedures and policies, ensuring that the team is updated appropriately through team and individual meetings, briefings and other appropriate communication channels.
5. To proactively liaise with Schools, Services and Senior Hub Advisors to build a forecast of demand for resources, working with them to ensure that demand is met.
6. To co-supervise circa 20 staff, including induction of new employees, performance development review and performance management and support for career and staff development.
7. Overseeing disciplinary matters; monitoring of sickness and other absences and monitoring of timekeeping and arrangements for annual leave.
8. To undertake the day-to-day management of the Advisor Teams, rota setting, ensuring that adequate cover is maintained throughout.
9. Proactively seek feedback on and with members of the team, regularly discuss such feedback with team members, identifying best practice to be shared and supporting training and development needs that result.
10. To act as a liaison link for a designated school or service, providing support and guidance on Hub processes and procedures and communication channels for school or service related information.
11. To be a co-opted member of the Student Support extenuation panels, assessing applications and communicating decisions to relevant stakeholders.
12. Specifically, to champion customer-focused delivery, highlighting and supporting customer-focused approaches and behaviours.
13. Provide cover for helpdesks and telephones on an ad hoc basis and when demand requires.
14. Contribute as a member of the Hub management team to the development of strategy for the provision of Hub support services.
15. To manage temporary staff including training, monitoring of paid hours and timekeeping.
16. To undertake any such duties commensurate with the grade of the position as may be required by management.

Local requirements

Ability to work flexible hours (early mornings, late evenings and weekends) and across three campuses as required

Person Specification

Education Qualifications and Achievements

Essential criteria:

- A good first degree (A/C)

Desirable criteria

- A postgraduate degree or qualification in a relevant field (A/C)
- A recognised coaching qualification (A/C)

Knowledge and Experience

Essential Criteria:

- Substantial experience of successfully managing a 'pooled' team, agreeing objectives, forecasting and managing demand and ensuring availability of suitable resources to meet that demand (A/I)
- Experience of encouraging and supporting a customer focused culture for service delivery (A/I)
- Demonstrable experience of successfully improving processes and procedures to meet user requirements through the development and implementation of core business systems (A/I)

Desirable Criteria:

- Experience of providing Student Support services in the HE sector (A)

Skills and Abilities

Essential Criteria

- Excellent interpersonal, organisational and planning skill (A/I/P)
- Excellent verbal and written communication skills including the ability to build professional relationships both within the team and across the institution, to understand demand drivers and influence decisions to meet demand where required (A/I/P)
- Good computer literacy including MS Office 365 packages (Teams, Sharepoint, Forms etc.) (I)

Desirable Criteria:

- Experience in the use of business intelligence tools to underpin strategic development of the service (A/I)
- Experience in creating and managing social media channels (Facebook, Twitter etc) (A/I)

Personal Attributes and Qualities

Essential Criteria:

- Commitment to providing outstanding customer service and experience of developing services to meet customer expectations (I)
- Commitment to and understanding of equality, diversity and inclusion issues within a diverse and multicultural environment (A/I)
- A strong, demonstrable commitment to personal professional development, networking and promotion of the organisation (I)

Criteria tested by Key:

A = Application form

C = Certification

I = Interview

T = Test

P = Presentation