

**JOB DESCRIPTION**

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| Job Title | Student Hub Advisor |
| School/Services | Student Services |
| Grade | D |
| Location  | All sites |
| Reporting to | Student Hub Manager |
| Responsible for | N/A |
| Liaison with | Students, UEL schools and services, specialist support providers, academic registry teams, external agencies |
| Contract type | Fixed-Term (12 months) |

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our groundbreaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DIRECTORATE:**

The role sits within the Student Hub team in the Student Services Directorate. The Directorate includes Student Wellbeing, Student Money Advice & Rights, Disability & Dyslexia, Student Engagement, Retention & Success, Student Conduct, Student Life, Residential Life, Sexual & Domestic Violence Advice, and the Regional Access Centre East London (RACEL).

**THE TEAM:**

The Student Hub team are a diverse, student/customer focused team, responsible for providing a front-facing service, contact centre support and virtual administration for all student queries across the University and across all three sites.

Winners of the Vice Chancellor and President Excellence Award 2021 in the Student Experience, and Customer Service Excellence accredited, the Student Hub are committed to providing first line support and guidance to our students, staff and external agencies, delivering first class customer service whilst ensuring compliance with agreed service levels.

**JOB PURPOSE:**

The post holder will work within the Student Services directorate with the primary purpose of delivering outstanding front-facing services, administrative and CRM support, and contact centre support for all student, staff, and external queries, whilst ensuring a welcoming and inclusive environment for our student and staff customers.

The post holder will work as part of a multi-disciplinary team to ensure the delivery of a high performance, resilient service which conforms to both institutional and statutory standards. The role holder will be an integral part of the Student Hub Team and will be required to work closely with school and service colleagues across the institution, actively contributing to driving innovative and customer focused solutions to support and enable the success of our students. The post holder will be required to have a keen sense of professionalism and personal integrity, excellent interpersonal skills, and the ability to network and deal with staff and students in a sensitive, professional manner.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Staff the Hub service (through whichever channel) and deal with the full range of student queries; diagnosing and resolving those that can be dealt with immediately at first line and effectively diagnosing, explaining and referring students to specialist services where required.
* Interrogate student record and allied IT systems and liaise with colleagues across UEL as required to ensure entitlement and to support diagnosis.
* To ensure accuracy and timeliness of maintaining enrolment and registration records in our student database.
* To act as an advisory liaison link for a designated school, providing support and guidance on Hub processes and procedures and communication channels for school or service-related information.
* To represent the Hub at various committees including Course Committees.
* Provide students and alumni with certificates and transcripts in accordance with internal protocol.
* Provide students with documents or other artefacts from the standard list and liaise with others to agree and provide non-standard documents / artefacts.
* Based upon a broad and growing understanding of the student lifecycle and the available support services, the rules and the regulations, to diagnose student needs, provide advice and explanation and refer students to the full range of specialist services using agreed protocols.
* Promptly document all queries through the Hub helpdesk IT systems.
* Staff a contact centre as required, dealing with telephone enquiries from students, staff and external stakeholders.
* Direct and deliver students to relevant drop in services or schedule appointments.
* Liaise with temporary staff in welcoming students, helping them to navigate the service and supporting use of self-service systems where appropriate.
* Contribute to and make use of the service ‘knowledge bank’.
* To produce and issue ID cards for students in line with UEL regulations.
* To administer and validate online applications for the 18+ Oystercard student discount travel scheme.
* To undertake other administrative and clerical work (commensurate with the grade of the post) as may be required from time to time by the Hub Managers and/or Deputy Head of the Hub.
* To work between sites as required and on occasion to work in the evening and at weekends.
* To work in accordance with all UEL policies, including UEL’s Equality, Diversity and Inclusion and Data Protection policies.
* To undertake any such duties commensurate with the grade of the position as may be required by management

**PERSON SPECIFICATION**

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* Educated to A level standard or equivalent (A/C)
* Relevant experience of customer service delivery in an HE setting (A)

**Desirable criteria;**

* A first degree. (A/C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria**

* A good knowledge and experience of the student lifecycle, the types of student support needs encountered in the HE environment and the structures, rules, regulations and processes in place that govern provision. (I)

**Desirable criteria**

* Familiarity with a CRM enquiry handling system (A/I)
* Experience of using a student record database and associated systems. (A/I)

**PLANNING AND ORGANISING:**

**Essential criteria**

* Good organisational and time management skills and the ability to work independently, as well as proven ability to manage a varied workload and meet deadlines (A)

**TEAMWORK AND MOTIVATION:**

**Essential criteria**

* Experience of being supportive and encouraging of others in a team, actively contributing to the team with a pro-active approach to delivering team results. (I)

**COMMUNICATION:**

**Essential criteria**

* Excellent customer engagement, telephone and written skills; able to listen and communicate clearly and politely including the ability to negotiate and adjust information to suit the needs of different audiences. (I)

**SERVICE DELIVERY:**

**Essential criteria**

* A commitment to delivering outstanding customer service and to proactively explore ways to improve quality of service. (I)
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

**SKILLS AND ABILITIES:**

**OTHER ESSENTIAL CRITERIA:**

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

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview