

**JOB DESCRIPTION**

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| **Job Title** | Student Hub Advisor |
| **School /Service** | Student Services |
| **Grade**  | D |
| **Location and Hybrid working status** | All sites |
| **Reporting to** | Student Hub Manager |
| **Line management for**  | N/A |
| **Key working relationships: Internal**  | Students, UEL schools and services, specialist support providers, academic registry teams. |
| **Key working relationships: External**  | external agencies e.g. Dept for Work & Pensions |
| **Contract type/ Hours**  | Full time fixed-term (12 months)  |

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

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

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 ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), 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).

**BRIEF OVERVIEW OF THE DEPARTMENT / 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’s 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.

**KEY 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 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.
* Promptly document all queries through the Hub helpdesk IT systems.
* To produce and issue ID cards for students in line with UEL regulations.
* To administer and validate online applications for the 18+ Oyster card student discount travel scheme.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Student Hub Advisor at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential  | Desirable | Criteria assessed by |
| Educated to A level standard or equivalent. | **[x]**  | **[ ]**  |  **A/C** |
| Relevant experience of customer service delivery in an HE setting. | **[x]**  | **[ ]**  |  **A/I**  |
| Experience/Knowledge |  |  |  |
| 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. | **[x]**  | **[ ]**  | **A/I** |
| Excellent organisational and time management skills, along with the ability to work independently as well as a proven ability to manage a varied workload and meet deadlines | **[x]**  | **[ ]**  | **I** |
| Familiarity with a Customer Relationship Management (CRM) enquiry handling system  | **[ ]**  | **[x]**  | **I** |
| A proven commitment to delivering excellent customer service and to proactively explore ways to improve quality of service. | **[x]**  | **[ ]**  | **I** |
| Skills/Abilities |  |  |  |
| Exceptional customer engagement and telephone skills; ability to listen and communicate clearly and politely, including the ability to negotiate and adjust information to suit the needs of different customers.  | **[x]**  | **[ ]**  | **I** |
| Demonstrable 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. | **[x]**  | **[ ]**  | **I** |
| Other Competencies required  |  |  |  |
| Ability to work flexibly across our three campuses as required. | **[x]**  | **[ ]**  | **I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

 Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.