

Job Description

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| Job title | Student Liaison Administrator (Identity Card Lead) |
| School / department | Student Services |
| Grade | 4 |
| Line manager | Head of Welfare |
| Responsible for | None |

Main purpose of the job

To provide consistent, high quality first point of contact customer service in 'The Street', a designated space at UWL for all Student Services.

To maintain the daily provision in 'The Street' including; information displayed via TV monitors, student access to a wide variety of written information and advice.

To work with specialist teams in Student Services to provide an effective booking service for Student Services daily Drop-ins across two sites.

Acquire and maintain up to date information for students & staff regarding student funding including; UWL Bursary's & Scholarships, disability & mental health support, student access to GP's and Counselling along with other student service provision.

To lead and be the main contact for the resourcing, training and production of the UWL ID Cards for partner's staff and students across UWL.

Monitor the Student Services Inbox, ID Card Inbox, direct phone lines and Student Services Enquiry Desk, responding to requests and queries from the public, students and staff.

Work within a team to provide excellent customer service to students and staff.

Contribute towards the provision of an effective, efficient and professional quality administrative service within the Student Services, working within the framework of the central department.

Key areas of responsibility

- To represent Student Services via a Student Services Enquiry Desk.
- To be the first point of contact providing excellent customer service to all students, staff and public requiring information, appointments, advice or support from Student Services, handling face to face, email and telephone enquiries and requests in a professional and timely manner.
- To use effective communication skills, both oral and written, to deal tactfully, efficiently and effectively with a wide variety of people.
- To maintain appropriate levels of confidentiality, in particular in relation to students' financial information or personal data such as information about disabilities.
- To lead in the provision of Identity Cards at UWL including; ordering equipment & resources, keep up to date with ID Symmetry & Printing Station software, train temporary & new permanent staff on the essential software and production of ID cards including operation of the specialists printer and payment processes, lead on responses to emails request/phone calls regarding ID cards, oversee the provision of ID cards during enrolment throughout the academic year across all sites, set up contractor & partner accounts and liaise with IT regarding annual roll over and all ID card IT support related issues.
- To remain up to date, providing accurate and instructive initial information, advice and guidance to students regarding the five areas of Student Services including; Wellbeing (Disability, Faith & Counselling), Welfare (generic student welfare concerns & urgent support), Student Advice (SFE & general financial advice/support), Careers & Volunteering and Placement & Employment.
- To coordinate the Drop-In booking service for multiple services offered via 'The Street'.
- To remain up to date working closely with colleagues across the University, providing accurate and instructive information enabling the effective triage of student enquiries to other aspects of student life including; UWL Student Union, Academic Administration, Academic Support Services, Library Services and Finance & Accommodation and Alumni.

- To record and report on contact data via face to face, email, telephone enquiries and requests for Student Service tasks including ID provision in accordance with University GDPR policies and procedures.
- To promote and report on the collection of Enquiry Desk feedback from staff and students.
- Maintain the provision of visual advice, information and support along 'The Street' including; hard copy leaflets and support info, weekly Drop-in times, create visuals and manage e monitors displaying info regarding daily support provision.
- To plan and prioritise own workload, taking responsibility to ensure deadlines are met and good standards of service are provided.
- To ensure high standards of output, with strict attention to detail and accuracy at all times.
- To work in line with applicable legislation (such as the Equality Act and GDPR) and University/Student Services policies and procedures.

Whilst on a day to day basis the post holder may have certain duties allocated to him/her, he/she will be required in certain circumstances to undertake other reasonable duties relating to the broad scope of the position, as directed by the line manager, to ensure a full administrative service is maintained in order to support the operation of the Student Services.

Dimensions / back ground information

Student Services comprises of the following five distinct areas; 1. Funding & Scholarships, Immigration and Student Funding (Student Advice Team), 2. Disability, Faith, Counselling, long term health conditions & mental health support, (Wellbeing Team), 3. Non-specific student welfare concerns & urgent support (Welfare Team), 4. Careers & Volunteering Team and 5. Placement and Employment Team.

The University is a provider of both Higher Education (HE) and Further Education (FE) and we have an diverse student body: <http://www.uwl.ac.uk/about-us/how-university-works/student-profile>

Person Specification

| Criteria | Essential | Desirable |
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| Qualifications and/or membership of professional bodies | Degree or relevant experience | |
| Knowledge and experience | <p>Experience of working in a customer facing 'front line' service.</p> <p>Knowledge and understanding of the Higher Education environment and, in particular, the role of Student Services provision.</p> <p>Experience of working within a team in a changing environment and frequently under pressure.</p> <p>Experience of planning and prioritising work.</p> <p>Experience working with software, ideally databases.</p> | <p>Understanding of current issues on the Higher Education agenda.</p> <p>Knowledge of student records system.</p> |
| Specific skills to the job | <p>Excellent Customer services skills with proven ability to be helpful, patient and have empathy.</p> <p>Ability to use a range of IT packages and software including; databases, MS Office, excel, emails etc.</p> <p>Basic understanding of statutory funding available to students including: Student Loans Company, NHS student funding and Skills Funding Agency.</p> <p>Understanding of cross-cultural awareness, working with a diverse community</p> <p>Knowledge of Data Protection Act.</p> | Knowledge of Further Education business processes |
| General skills | <p>Able to work methodically and follow set processes and procedures accurately.</p> <p>Good numeric skills.</p> | |

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| | <p>Strong written and oral communication skills, with the ability to communicate effectively with people at all levels.</p> <p>Good understanding of data integrity and attention to detail regarding data quality including data manipulation and retrieval.</p> <p>Ability to respond quickly to changes in legislation and regulations.</p> <p>Confident in balancing conflicting workloads and prioritising own workload effectively.</p> <p>Aptitude to work flexibly and as an effective member of a team.</p> <p>Ability to deal with queries and escalate issues appropriately, respecting confidentiality at all times.</p> <p>Capacity to effectively communicate with a wide range of people at all levels both inside and outside of the university.</p> <p>This appointment requires a flexible approach to working hours to provide administrative support to cover the duties of the Student Services which will including working some weekday evenings and weekend cover as and when required.</p> | |
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| Disclosure and Barring Scheme | This post does not require a DBS check |
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Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.