

Job Description

Post:	Student Services Advisor
Salary Grade:	Band 8 of the SCC Group Support Staff Pay Scale
Responsible to:	Head of Pastoral

Key Purpose

To provide a 'one-stop shop' service of support and referral to students.
To provide administrative support for staff and students, as well as for events organised by the department.
To administer the College's Learner Support Funds in line with our Student Financial Support Procedures.
To administer Care to Learn Funds in line with Government Guidance.

Duties & Responsibilities

A	To participate in key College processes as required.
B	To act at all times in accordance with the College policies – e.g. Health and Safety, Equality and Diversity, Inclusion, Quality Assurance and the Charter.
C	To work flexibly in the interests of the organisation as required.
D	To participate in appraisal and undertake staff development activities as appropriate.
E	To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for, or come into contact with.
F	To provide administrative support to the Head of Pastoral and the Head of Student Operations when required.



G	To undertake administrative tasks and deliver a student-facing service in relation to UCAS, other HE and employment applications and to assist with the preparation of references for current and former students.
H	To be responsible for the administration of Hardship payments and short term loans from the Learner Support Funds (LSF) and for Care to Learn.
I	To liaise with external agencies in connection with welfare issues (relating to student financial support) and other matters for learners.
J	To support with the delivery of College events, including; Open Events, Parents' Evenings, Sampling, New Students' Days, Enrolment and Results Day.
K	To assist in the administration of trips and visits, in relation to the processing of fees from the College's Learner Support Funds.
L	To help maintain and update key information at the College.
M	To assist in maintaining stationary and general resources within the department and to liaise with Estates, Hospitality and IT Services when appropriate.
N	To carry out any other duties commensurate to the post as required by the line manager / senior manager

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Safeguarding, Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign the job description:

Date:

Name of the post holder:



Person Specification

	Essential			Desirable		
Qualification	1	Literacy Level 2	Application / Certificate	A	Level 3 Qualification	Application / Certificate
	2	Numeracy Level 2				
	3	IT Level 2	Application / Certificate			
Professional Development	4	Evidence of ongoing Professional Development	Application / Interview			
Experience	5	Experience working with people in a 'customer focused' environment	Application / Interview	B	Experience of educational / learner support specific systems	Application / Interview
	6	Evidence of good organisational skills	Application / Interview	C	Experience of working in an educational environment with students aged 16-19 and adults.	Application / Interview
	7	Evidence of working on own initiative	Application / Interview			
	8	Experience of using Management Information Systems	Application / Interview			



Knowledge	10	Knowledge of a Student Services function	Application / Interview			
Skills / Qualities	11	Good record keeping	Application / Interview			
	12	Excellent IT skills	Application / Interview			
	13	Excellent communication skills	Application / Interview			
	14	Strong customer focus	Application / Interview			
	15	Ability to work under pressure whilst maintaining accuracy and meeting deadlines.	Application / Interview.			
Other	16	Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults	Application / Interview			
	17	Commitment to College policies i.e. Health & Safety, Equality, Diversity & Inclusion	Application / Interview			
	18	DBS Check acceptable to the college will be undertaken for successful applicant	Appointment			

