Student Life Hub Advisor

Job Summary

Robert Gordon University (RGU) – Aberdeen's university of choice for thousands of staff and students - has a well-established reputation as an innovative and modern workplace, with multiple awards and recognition of our courses and Schools.

The Student Life Hub acts as a 'one stop shop' for students and the staff who support them by providing accurate, current and relevant information regarding our services whilst providing the highest level of customer service via in person or through internal written communication systems such as AskRGU. The Hub also focuses heavily on supporting our international students as they integrate into a Scottish University and navigate life in the UK. We're in the business of changing lives, developing students into highly employable graduates. Be part of their amazing journey and join our 1500 colleagues who already enjoy the richly rewarding work, vibrant community and lifestyle afforded by generous annual leave.

You will act as a key member of the Student Life Hub team, supporting the student experience by providing advice to new and returning students. You will answer students' enquiries as a first point of contact on a range of student experience related queries.

This is a front-line customer focussed role. You will have an HNC/HND in a relevant subject (or relevant experience) and will demonstrate sound administration skills. You will share our passion for providing outstanding customer service This post is subject to a Level 1 Disclosure Scotland check. For more information visit: www.mygov.scot/apply-for-level-1-disclosure.

To apply, please submit your CV and a covering letter detailing your suitability for the role, as set out in the person specification.

Job Description

RESPONSIBLE TO: Team Leader (Student Life Hub)

RESPONSIBLE FOR: N/A

PURPOSE OF POST: You will act as a first point of contact in a student facing environment. You will provide frontline information, triage, support and advice, as well as online and telephone enquiry services, helping to improve the student experience. You will also work with the wider Student Life Hub team to support the administration of the Student Life department while creating a strong customer focussed service.

PRINCIPAL DUTIES:

To be the first point of contact for all student-facing services at the University, responding to face-to-face, telephone and online enquiries, and providing advice and information to students, with the aim of addressing a high proportion of enquiries at the point of contact.

To operate within established boundaries and provide a sign posting and referral service to other specialist members of staff for additional support if the student's needs cannot be met at the point of contact.

To log, distribute and follow up on enquiries using the University's enquiry and case management system, taking advantage of e-business solutions to the provision of services and information.

To book appointments for students to meet with specialist services, ensuring that protocols for each appointment type are followed.

To triage student enquires and concerns, including those received through Counselling and Wellbeing referrals, escalating to Student Life Hub Team Leader, Student Experience and Partnership Manager or Student Life Duty Manager where required.

To assist students in making payments through RGU's online payment system, answering queries about payment status and outstanding fees.

To provide a number of "one stop" style transactions, including but not limited to basic and complex student status and right to work letters, ID card production, uploading print credit and selling parking vouchers.

To assist with administrative duties for services and teams within the

Student Life department.

To assist in co-ordinating and developing student buddy and student ambassador programmes, including recruiting and supporting volunteers, assisting in the delivery of training.

To liaise with all relevant services and conduct research to ensure knowledge of services, procedures, policies and operations is up to date, participating in training and development opportunities.

To assist in managing and developing information and frequently asked questions for key display areas and communication channels, including the Hub, plasma screens, social media channels, webpages and CRM system, encouraging students to make use of self-service resources.

To operate within the parameters of all University Policies and ensure compliance with legislation.

To contribute to – and implement plans for – service improvements, ensuring continual development of the Student Life Hub service, including through contributing to appraisal reports, researching best practice and maintaining service level statistics and insights.

To support key University events including recruitment, welcome, transition and graduation events.

To undertake any other duties commensurate with the level of responsibility of the post to support the effective operation of the Student Life Hub.

Person Specification

ESSENTIAL CRITERIA

Qualifications and Professional Memberships

HNC/HND in a relevant discipline or equivalent administrative experience.

Knowledge and Skills

Knowledge of what makes a good customer service experience and how to implement delivery.

Excellent IT skills including the use of Microsoft Office packages (including

Word, Excel and Outlook) and other administration systems.

Friendly, outgoing personality, capable of communicating in a customer service environment.

The ability to communicate effectively and to respond with understanding, diplomacy and sensitivity to student needs

Ability to explain information and procedures clearly and articulately, using plain English through email, telephone and face to face enquiries.

Ability to deal with issues of confidentiality and sensitive situations.

An understanding of and respect for diversity, including the ability to engage with students from a wide range of cultures and with a range of support needs and disabilities

Confidence in dealing with people who are upset or distressed, including skill in asking appropriate questions to elicit relevant information

Experience

Previous customer service experience in a front-line support role.

Experience of working with people from diverse backgrounds in a busy environment.

Experience of utilising CRM systems and other databases in a customer facing role.

Experience of working with customers who may be in distress, or who may require further specialist support.

DESIRABLE CRITERIA

Qualifications and Professional Memberships

Educated to undergraduate Degree level or equivalent experience.

Knowledge and Skills

Knowledge of issues related to student support services within the Higher Education sector.

Knowledge of local and national support organisations.

Experience

Experience of working with volunteers and part-time members of staff.

Experience of promoting services and other activities through social media and other channels of communication.

Experience of managing social media account profiles and other marketing activities.

Behaviours

Behaviour 1: Communication - Ability to receive, understand and convey information requiring careful explanation and information of a complex or conceptual nature, in a clear and accurate manner.

Behaviour 2: Service Delivery - Delivery Experience of exploring and adapting a service to meet customers' expectations and also identifying ways of improving standards.

Behaviour 3: Decision Making - Experiences of using own judgement to make decisions; making collaborative decisions with others to reach conclusions; providing advice or information that will influence the decisions of others.

Behaviour 4: Pastoral Care and Welfare - Experience of calming and reassuring those with work/study related problems who may be experiencing distress; dealing with difficult welfare situations or confidential matters.

Salary: 25733.00 - 28381.00 GBP per Year

Position Type: Full Time , Permanent 35.0 Hours per Week