



## **JOB DESCRIPTION**

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|----------------------|--|
| <b>JOB TITLE:</b>    | Student Services Officer   |
| <b>REPORTS TO:</b>   | Finance Manager  |
| <b>SALARY:</b>       | Sliding Scale – SSP5-7 £25,159 – £25,951<br>Actual £22,069 - £22,764 |
| <b>WORK PATTERN:</b> | Term Time + 1 week   |

### **PURPOSE OF THE ROLE**

To support the Student Services team and to ensure an outstanding support service provision to both internal and external customers. To provide personalised and timely administrative support to students throughout their learner journey at John Leggott College. To deliver a professional and confidential service to students by signposting support available.

### **KEY RESPONSIBILITIES**

#### **General:**

- Undertake day to day administration operations within the student services team – ensuring impeccable service delivery
- Contribute to the assessment and administration of student financial award applications, payments, and decision notices
- Support with college transport requirements – taking in applications, issuing bus passes and liaison with external providers
- Contribute to and attend team meetings
- Support with college bus pass applications
- Demonstrate outstanding customer service/ability to signpost to relevant support services internally and externally
- Provide administrative support to colleagues through trips and visits set up on ParentPay and recording card, cash and bursary payments.
- Ensuring accurate payment records
- Demonstrate outstanding customer service when dealing with all students, colleagues and external contacts
- Support the assessment and administration of student financial award applications, payments and decision notices
- Undertake day to day administrative tasks
- Cover reception, dealing with all student queries on a duty rota basis to ensure reception is covered at all times during core college hours. This includes operating the switchboard, preparing outgoing post, dealing with visitors, issuing exam



## Person Specification

AF = Application Form

Q = Qualification

I = Interview Process



| Qualifications  | Desirable /Essential | Assessment Method |
|---|----------------------|-------------------|
| Good standard of Level 2 education – 5 A-C 4- 9GCSE's including Maths and English   | E                    | AF<br>Q           |
| Good standard of Level 3 education  | D                    | AF<br>I           |
| Experience & Knowledge  | Desirable /Essential | Assessment Method |
| Experience in an administration or customer service role  | E                    | I<br>AF           |
| Understanding of Safeguarding and Child Protection procedures   | E                    | AF<br>I           |
| Proven track record of outstanding delivery of customer service   | E                    | AF                |
| Proven track record of dealing with difficult situations/resolving problems   | E                    | AF<br>I           |
| Excellent administration skills relevant to this area or work, including writing of comprehensive action plans, keeping monitoring data and writing general reports | E                    | AF<br>I           |
| Excellent IT skills   | E                    | I                 |
| Skills & Abilities  | Desirable /Essential | Assessment Method |
| Effective verbal and written communication skills   | E                    | AF<br>I           |
| Ability to explain information clearly to a wide variety of recipients  | E                    | AF<br>I           |
| Empathy when dealing with students who may be upset and knowledge of when to refer on   | E                    | AF<br>I           |
| Experience of working with young people and/or adults in an educational setting   | E                    | AF<br>I           |
| Ability to work independently and prioritise workload working to tight deadlines  | E                    | AF<br>I           |
| Ability to engage with others at all levels (internally and across organisations) through a range of communication methods  | E                    | AF<br>I           |
| Ability to work effectively as a member of a team and be flexible with an innovative approach to tasks  | E                    | AF<br>I           |
| Particular Requirements   | Desirable /Essential | Assessment Method |
| Flexible approach to working to accommodate essential target dates in the life of the college   | E                    | AF<br>I           |
| Commitment to continuous professional development of self and team  | E                    | AF<br>I           |