Job Profile

JOB TITLE:	Student Services Officer
GRADE:	Scale 5
POST NO:	post specific
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Residents Services
SERVICE:	Adult & Community Learning

REPORTING STRUCTURE

Reports to:	Student Services Manager
Direct Reports:	none
Indirect Reports:	none

ROLE PURPOSE:

Responsible for ensuring that Adult Learning courses operate efficiently and effectively on a day to day basis, whether in a Centre or at an outreach venue, ensuring that courses are fully organised and that all learners are supported to complete their course.

Use extensive knowledge of funding and eligibility rules to ensure that data is accurate, sufficient and timely in order to help secure public funding.

Working as part of the Student Services Team, these post-holders will work at every Adult Learning centre throughout the year, including outreach centres, travelling between centres as necessary.

A. Job Description

1. People Management

- Provide accurate and specific information and advice about learning opportunities to new and existing learners, having ascertained their current experience and destination aims, to ensure they are best placed to maximise successful enrolments.
- Use depth of knowledge to clarify enrolment and eligibility criteria to learners in real time, ensuring that they fully understand the reasons behind the evidence they need to produce.
- Support curriculum staff, in particular sessional staff, ensuring communication between teams across the service and externally.
- Working with the Student Services Manager, allocate work and provide informal support to Student Support Administrators so that they are best able to contribute to the running of Centres and outreach provision.
- Contribute to the induction and training of peers and new employees, promoting best practise and providing guidance where necessary.

2. Resident & Community Contribution

- Provide a high standard of customer care whether face to face, written or over the telephone to all learners, members of the public, colleagues and partner organisations in order to deliver the Council vision of 'putting our residents first', demonstrating understanding of the Council's *Customer Care Standards.*
- Adhere to and fully implement the principles and responsibilities of the Equality and Diversity Policy in all aspects and duties of this role.
- Play a full role in service-organised events, contributing to planning and delivery as appropriate.

3. Operational Service Delivery

- Take responsibility for Adult Learning Centres, ensuring safe conditions are maintained at all times and all safety and security procedures are reliably followed.
- Responsible for the accurate and efficient input of data about learner and course details, having rapidly correlated raw information with complex rule structure, to satisfy audit requirements and enable external funding to be maximised.
- Responsible for ensuring that eligibility criteria are met by learners and the evidence checked and captured in order to meet funding rules, working to deadlines and contacting learners to gather any un-submitted evidence where necessary.
- Ensure accurate and timely records re attendance are maintained and ensure learners are contacted where necessary and encouraged to return in line with service standards.

- Responsible for ensuring that classes at outreach centres run smoothly and efficiently, including enrolment and completion data, liaising with colleagues and partners as necessary.
- Responsible for producing all necessary course-specific documents within appropriate deadlines so that each tutor is properly equipped prior to and throughout their course.
- Responsible for accurate and timely collation and input of completion data, working with colleagues to ensure the service is compliant with SFA funding and data requirements at all times.
- Support Exam and Assessment Officer with administration of exams as required.
- Be responsible for ensuring Adult Learning Centres are well-maintained, both in function and appearance, and uphold high environmental practices.

4. Service Planning & Development

- Responsible for data integrity, consciously aware of the direct and significant impact of inaccuracies and lack of evidence on service funding and success rates.
- Responsible for ensuring effective and efficient use of rooms in all Centres, with consideration given to the specific, individual needs of learners in centres and outreach venues, in line with overall curriculum plan for the Service.
- Prepare data and information for Curriculum Plans, SAR and other key reviews.
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- Receive and process payments from learners, following the council's banking processes and maintaining accurate financial records as required.
- Responsible for timely procurement of goods and services making sure council procedures are followed using Oracle system and P-card.
- Ensure course materials and supplies, and any additional resources required by learners, are in place and maintained in a timely fashion and are used economically.
- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Continuous Improvement

- Maintain up to date knowledge of Skills Funding Agency rules regarding enrolments and data requirements, through regular CPD.
- Maintain up to date knowledge of systems, procedures and processes within the council and the service.
- Monitor your own CPD needs and liaise with your line manager to pursue these.
- Contribute to the CPD of others, sharing knowledge and information about best ways of working to ensure consistency across the service.

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Daily contact with learners and the public.
- Daily contact with established staff and Sessional Tutors.
- Contact with business visitors, HR Officers, schools, library staff, community organisations, external partner organisations.

8. Additional Responsibilities

- From time to time, you will be required to act as an exam invigilator and will be given appropriate training.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Cover for other staff within HACL as required, including providing cover in other teams when required.
- Carry out all work in accordance with agreed HACL procedures and standards.
- To show a commitment to and apply the Services safeguarding policy and practices at all times

9. KEY PERFORMANCE INDICATORS

- Delivery of PADA objectives.
- In line with Service and Team Plans.

B. Person Specification

Student Services Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✔	DESIRABLE ✔
Educated to GCSE level(or equivalent) including maths and English	✔	
Business Administration qualification or relevant expertise, experience, knowledge and/or skills at the required level	✔	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL ✔**	**DESIRABLE ✔**
Able to embed Safeguarding, Health and Safety and Data Protection practises in line with Local Authority good practice guidance.	✔	
Ability to work at varying locations within the Borough of Hillingdon, including outreach centres	✔	
Required to work occasional evenings and week-ends during periods of heavy workload on a time off in lieu basis	✔	
Able to drive and use own car		✔
3. EXPERIENCE	**ESSENTIAL ✔**	**DESIRABLE ✔**
Experience of detailed and complex administrative services that have a significant impact on funding	✔	
Experience of working on computer based record systems.	✔	
Experience of dealing with the public, face to face and over the telephone and providing information in a sensitive manner	✔	
Experience of working in adult/further education		✔
Thorough knowledge and understanding of SFA/EFA funding systems and awareness of significance to service	✔	
4. KNOWLEDGE & SKILLS	**ESSENTIAL ✔**	**DESIRABLE ✔**
Ability to provide expert technical support on course entry requirements and complex course funding criteria	✔	
Ability to prioritise work, meet deadlines, act on own initiative and work under pressure**.**	✔	
Ability to interpret and report complex information with high degree of accuracy.	✔	
Ability to learn and maintain current knowledge of complex SFA rules and eligibility criteria.	✔	
Ability to interpret customer information, in real time, and correlate with complex rule structure, in order to satisfy audit requirements and maximise external funding.	✔	
Excellent ICT skills: Windows, Excel and e-mail and able to quickly learn and operate new ICT systems	✔	
5. COMPETENCIES	**ESSENTIAL**	**DESIRABLE**

"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	