

Job Description

Role Title:	Student Support Officer
Dept:	Student Experience and Support
Reference:	MPF4038
Grade:	5
Full or Part time:	Part time
Hours:	21.75
Reports to:	Service Operations Manager

Overview

The University of Salford is committed to ensuring that all students, irrespective of their diverse backgrounds, can integrate into all aspects of university life and access the help available at the university to ensure their academic success, whilst recognising the holistic need to support growth in their personal and social lives. The Directorate of Student and Academic Support (DSAS) unites The Library; Student Administration; Student Experience and Support; and School Operations as one team. DSAS aims to provide agile and adaptive services to support enhancement of student experience and performance throughout the student journey and staff experience across the academic cycle.

The University has made significant investment within its student support provisions in recent years and is fully committed to ensuring all students receive the best possible support and experience through delivery of excellent services underpinned by evidence based, sector best practice. The core function of the service operations team is to monitor the performance and delivery of all areas of student support. This includes having oversight and updating of relevant policies, procedures, and protocols in addition to the utilisation of data and reporting to provide a transparent and consistent view of service delivery. The team also provides initial triage and student engagement for students presenting to student support to ensure timely, effective, and appropriate referral to the most appropriate service area.

The post holder will be expected to work in any of the sites across the University and deliver a proportion of their working week outside core hours between 8am and 8pm and may also include occasional weekends.

Applicants should be aware that although the role will be assigned to a specific department / school within DSAS in the first instance, we reserve the right to reassign the post to meet the future needs of the University.

Role Purpose

The Student Support Officer plays a significant role in supporting the students to reach the most appropriate team within student support, through initial triage of referrals to student support. The student support officer will work with our lowest risk category students, supporting them to navigate their way through our support offer. They will manage their own case load, supporting students every step of the way, from signposting students to information and resources through to making referrals to specialist services and external agencies as appropriate. The role will include providing this advice and support to students across several contact channels including face to face, by telephone, via email and virtually through MS Teams.

The Student Support Officer will also be involved in the provision of proactive engagement and support related activity for students post service involvement. They will also support

colleagues, contributing to the of delivery of training, answering questions and ensuring that the University community are aware of the various forms of and routes to support for students across the university.

The role holder will have an interest in inclusive student support and will have experience in dealing with difficult situations and / or conflict resolution.

Principal Duties & Responsibilities

Service Delivery and Case Management

- Provide advice to students, staff and partners on matters related to student support
- To have operational responsibility for the day-to-day administration of triaging incoming support cases and allocating these accordingly to relevant service areas / teams based upon student presentation / need
- Coordinate and manage student cases and enquiry handling activity, including managing own case load, making accurate case notes, keeping students up to date on the progress of their case, and drafting responses to complaints and complex enquiries
- Monitor the incoming caseload against agreed service levels, escalating service gaps and delays to the relevant manager for resolution
- Take responsibility for ensuring that teamwork is completed, allocating tasks, and delegating as necessary
- Support students with active cases as needed throughout the process, including acting as a single point of contact for the student, and providing appropriate referrals to specialist services or third parties for additional support
- Be the first point of contact for askUS colleagues with questions, enquiries and student cases that may need to be reported on (to include Report and Support) using listening, analytical, decision-making, and coaching skills to help find the right solution
- Manage significant contact with stakeholders including joined up case handling, building relationships with colleagues outside the service, providing appropriate information to staff supporting students and other interested parties while maintaining boundaries and confidentiality.

Operations and Quality

- Support team activities such as recruitment, induction plans, training schedules, promotions and events
- Use University systems to cross reference student information across multiple systems and channels, using necessary data to comply with safeguarding responsibilities
- Collate, analyse and report on service information including case numbers, service levels and performance against team KPIs
- Maintain, update and improve web-based resources, publication of resources and processes within all specialist subject areas.

- Show initiative and provide leadership within the team, motivating others, seeking continuous improvement, and contributing to the formulation and implementation of new initiatives.
- Participate in University-wide events, such as Open Days, Clearing, Registration and Graduation.
- Demonstrate a professional approach at all times, drive solutions and be comfortable with change management.
- To engage with the University's commitment to put our students first and deliver services which are customer oriented, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- To fulfil any other duties commensurate with the grade of the post as requested by the service manager.
- Comply with the personal health and safety responsibilities specified in the University Health & Safety Policy.
- Promote equality and diversity to student and staff and sustain an inclusive and supportive study and work environment in accordance with University Policy.
- This job description is a guide to work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Degree or proven equivalent experience in a related discipline (E)
2. Commitment to on-going professional development (E)

Background and Experience

3. Experience of managing a caseload, supporting students with a variety of support needs (E)
4. Proven experience in delivering excellent customer service (E)
5. Experience of working effectively in a team (E)
6. Experience of working to tight deadlines and with multiple priorities (E)
7. Experience of working collaboratively to develop and deliver innovative and creative solutions (E)
8. Experience of delivering advice and inclusive support in a range of specialist subject areas within Higher Education (D)

Knowledge

9. Safeguarding and legal understanding and insight when supporting students who may be at risk (E)
10. Knowledge of crisis management skills and how to deescalate risk (D)
11. An understanding of the law and sector good practice as it pertains to all aspects of student support (D)

Skills and Competencies

12. Ability to navigate student record and reporting systems (E)
13. The ability to act proactively, use initiative and make effective decisions to finding solutions (E)
14. Excellent oral and written communication skills, with skills in balancing priorities, relationship building, networking, and influencing at different levels (E)
15. The ability to deliver presentations and workshops (E)
16. Ability to work with students, staff, and customers from a range of backgrounds (E)
17. Ability to use a range of IT systems and CRM's to record data and produce reports (E)

18. Excellent interpersonal skills, including empathy towards customers and colleagues; and the ability to deliver difficult conversations in a consistent and customer focussed way (E)
19. Excellent time management skills and the ability to work flexibly whilst managing multiple priorities (E)
20. Ability to contribute to a high-performance customer focused teams using inclusive and open leadership style (E)