

## Student Adviser

<b>Job Reference:</b>	2189
<b>Department:</b>	Student Support Services (Student Experience Directorate)
<b>Grade/ Salary:</b>	Grade 4: £26,577 - £29, 486 (inclusive of London Weighting)
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	24.5 Hours per week (Part time)
<b>Location:</b>	New Cross, London

Closing date for applications: **Monday 21 January 2019**

Interviews: **Week commencing Monday 28 January 2019**

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants.

Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
we are different

**Student Experience Directorate**  
**Department of Student Support Services**

**The Directorate**

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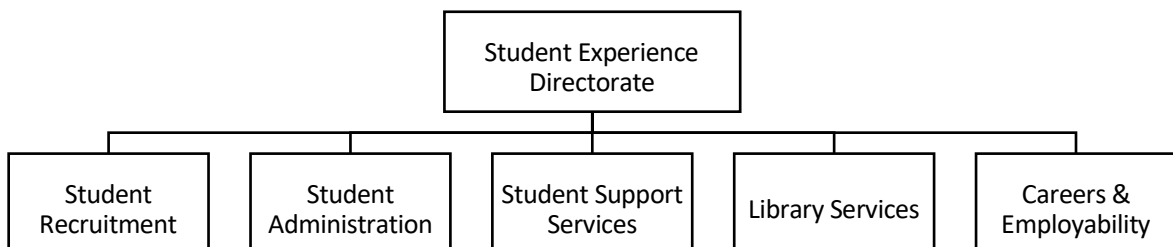
The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services (where this role is based)
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.



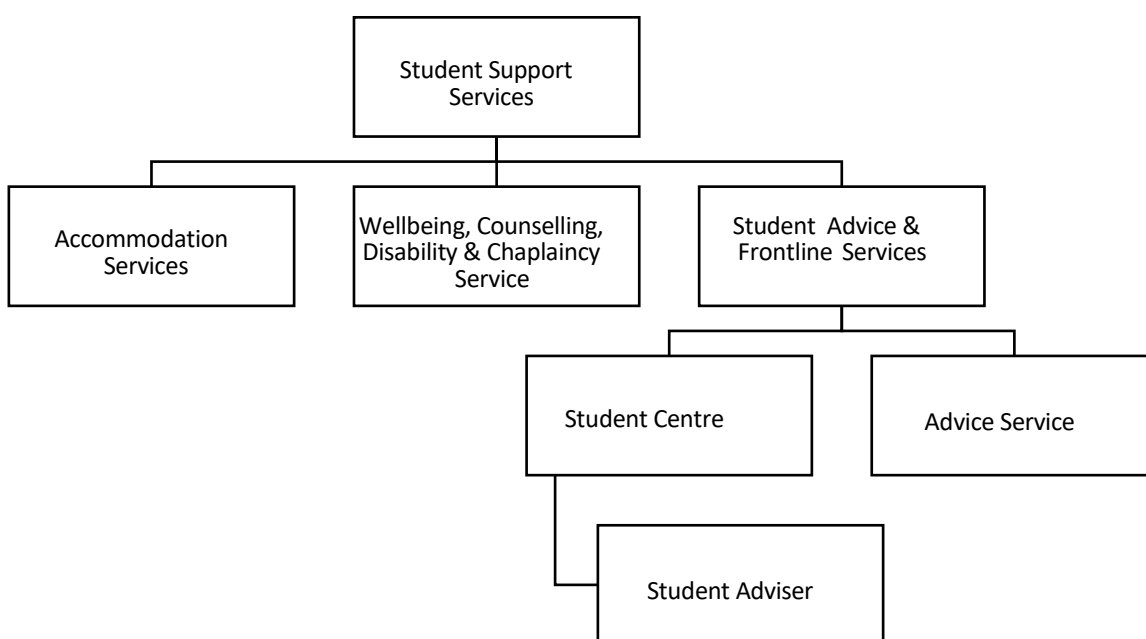
## The Department

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The Student Support Services department is the area that is responsible for delivering the institution-wide services that provide support for Goldsmiths students during their time at the institution. Through the effective delivery of a number of core frontline services it is critical to providing an enhanced student experience and contributes to the achievement of the Vision, Mission and Strategic plan for Goldsmiths.

Student Support Services comprises the following services:

- Accommodation Services (including Residence Life and Campus Support Team)
- Student Advice and Frontline Services (where this role is based)
- Wellbeing, Counselling, Disability and Chaplaincy Service



## Job description

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**Reporting to:** Student Centre Team Leader

### Summary:

The Student Centre is part of Student Advice and Frontline Services within Student Support Services (Student Experience Directorate). Staff have regular contact with students, University staff and members of the public via face-to-face, telephone and email.

The Student Centre acts as a hub and first point of contact for staff and student enquiries and as an entry point to access Student Support Services (Student Experience Directorate).

The team is responsible for responding to all enquiries regarding Student Support Services - Student Experience Directorate, the efficient delivery of frontline customer service, triaging complex queries and facilitating students' access to the specialist services within the department. The team will deliver high standard of customer service and contribute to providing a positive visitor experience.

**Main duties:**

- To be the first point of contact for all email, telephone or in-person enquiries, dealing with all enquiries professionally and efficiently.
- To work flexibly to cover the daily allocated rota duties across all Student Support Services entry points, to provide relevant and professional information, advice and reception service for students, staff and other visitors in line with agreed service levels and key performance indicators.
- To make appointments for students with specialist services in accordance with department protocols and procedures.
- To prepare on request letters for students certifying their enrolment status for a range of purposes including council tax or banking.
- To manage the collection of forms and applications from students, following counter procedures to pre-check the submission and to ensure the proper handling of confidential documents.
- To respond professionally to all enquiries, deliver high standard customer service and contribute to providing a positive visitor experience.
- To develop up to date and detailed knowledge of the departments' services, procedures, a range of enquiries and provide appropriately tailored information about these to staff, students and visitors.
- To refer students with complex issues to the appropriate service in line with agreed processes and procedures including confidentiality.
- To work flexibility within a team, support, collaborate and co-operate with colleagues from the department.

- To proactively contribute to service development including service evaluation and the operational plans.
- To record student contacts using established procedures.
- To assist with tasks and initiatives as required including administration tasks and contribution to the maintenance of web-based information about departments' services.
- To promote Student Support Services (Student Experience Directorate) to existing and prospective students.
- To make positive contribution to Student Support Services activities including attendance at events, and supporting the directorate's engagement initiatives (including enrolment/Welcome Week, Open Days, Applicant days and graduation ceremonies).
- To support student engagement to enhance the student experience including contribution to the provision and maintenance of guidance and promotional material to both students and staff using print and electronic media.
- At all times to carry out responsibilities with due regard to the Data Protection Act, Goldsmiths and Student Support Services procedures for information handling.
- To contribute to teamwork to ensure business continuity following the failure of, or damage to, vital services or facilities.
- The service operates times throughout the year where no leave is approved to accommodate business needs. Typically, this is the beginning of the academic year, and first week of Term 2 and any specific staff development.
- You will be required to undertake any other duties as may reasonably be required.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

## Person Specification

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Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form**      **C = Certificate**  
**I = Interview**              **R = Reference**  
**T = Test / P = Presentation**

	Category
<b>Essential Criteria 1 - Qualifications</b>	
Educated to A level or possess equivalent work experience	A, C, I
<b>Desirable Criteria 1 - Qualifications</b>	
First Degree or equivalent	A, I, R
<b>Essential Criteria 2 - Experience</b>	
Demonstrable recent experience of working in a customer service / front-facing environment/ information delivery setting	A, I, R
Experience working with HE or FE students from a diverse range of cultural and social backgrounds	A, I, R
Experience of using computerised records, systems, preferably within HE	A, I, R
Proven experience of student administration preferably within further or higher education	A, I, R
<b>Desirable Criteria 2 - Experience</b>	
Experience of providing information and advice in HE	A, I, R
<b>Essential Criteria 3 – Knowledge</b>	
An awareness of current issues in HE	A, I, R

Understanding of the importance of good customer services and its impact	A, I, R
Knowledge of systems used to access or record customer information	A, I, R
Willingness to undertake training when required	A, I, R
<b>Desirable Criteria 3 - Knowledge</b>	
Knowledge of the Customer Relationship Management ( CRM ) system	A, I, R
<b>Essential Criteria 4 - Skills</b>	
High level of numeracy and literacy	A, I, R
Ability to work on own with minimum supervision and plan and organise own workload	A, I, R
Ability to work under pressure and to deadlines whilst maintaining a flexible approach to work	A, I, R
Ability to prioritise different tasks over different time periods	A, I, R
Ability to answer enquiries from a broad section of the community including staff, students and external enquiries from the public	A, I, R
Ability to work as a member of a team, and capable of liaising with other colleagues in the university when required to resolve a student issue.	A, I, R
Attention to detail and high level of accuracy in working	A, I, R
Highly competent in the use of the Microsoft Office suite especially Word, Outlook and Excel	A, I, R
Ability to remain calm, professional and following procedures within a busy and pressured environment	A, I, R
Excellent interpersonal skills	A, I, R
Flexible approach with the ability to adapt to changing demands within Student Support Services according to current priorities	A, I, R
To be reliable and punctual, managing time appropriately	A, I, R

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

For more information about the role, please contact Pewist Osman tel: 020 7717 2220, e-mail: [p.osman@gold.ac.uk](mailto:p.osman@gold.ac.uk)

**January 2019**

## Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

***Thank you for your interest in working with us, we wish you all the best with your application.***