

Job Description

Job title: Student Hub Advisor	Status: Permanent, Full Time, 37.5 hours per week
Team: Student Support and Engagement	Reports to: Student Hub Manager
Main Location: Greenford campus (1 role), Greenwich campus (1 role) with flexibility to work across all sites	Direct reports: None
Department: Student Experience and Engagement	Departmental budget holder: No

Position purpose:

As a first point of contact, the Student Hub Advisor provides guidance and support to all students of the College. In line with College strategic aims, sector best practice and current legislation, the Student Hub Advisor ensures that all students and staff are provided with relevant and appropriate support as required within the regulations/procedures of the College.

Position accountabilities:

Accountability	Key activities
Delivery	<ul style="list-style-type: none"> • Provide skilled, high quality, accurate and timely information, advice and guidance in response to student and staff enquiries including assessment of urgency and priority needs. • Provide appropriate signposting and referrals to specialists when required and to advise on access to online resources where relevant. • Develop a supportive and empathetic relationship with students and keeping appropriate records of interactions as part of the student support model. • Maintain and further develop an in-depth knowledge of a particular specialism ensuring own knowledge is accurate and current and taking into account sector best practice. Current specialisms are: Student Funding, Student Wellbeing and Support, Regulations and Policy and on-line support. • Ensure colleagues are kept updated and informed in own area of specialism and develop resources and training materials. • Assist with the maintenance of the Student Hub as a welcoming and accessible environment ensuring the consistent availability of resources to include the creation of new materials. • Contribute to the effectiveness and development of the Student Hub by using own initiative and actively contributing to problem identification, resolution and solution delivery. • To support and guide students in the use of self-help materials in order to develop their knowledge and skills and build a self-help culture among students. • Raise awareness amongst staff and students and provide consultation and support to staff on Student Hub services. • Complete allocated work tasks in accordance with defined timeframes of delivery and team targets. • Take responsibility for own professional development by active participation in one-to-one meetings, personal development reviews and keeping abreast of sector developments and initiatives. • Learn and comply with relevant College, regulations, legislation, ethical requirements and undertake all aspects of work accordingly.

Accountability	Key activities
Reporting	<ul style="list-style-type: none"> Record all communications with students and stakeholders in the appropriate systems and provide reports for Student Hub Manager as required. Maintain accurate and up-to-date records and statistics as required by Student Hub Manager, Head of Student Support and Engagement and/or other College staff.
Stakeholder Engagement	<ul style="list-style-type: none"> Build and sustain strong relationships with all key internal and external stakeholders. Clearly communicate information and advice to students and stakeholders in accessible ways. Act as first point of contact for students and provide a continuity of care throughout their studies at GSM London. Liaise with internal staff to ensure the provision of current, consistent and appropriate information, advice and guidance is available for students.
Health and Safety	<ul style="list-style-type: none"> Hold personal accountability in avoiding action that could threaten the health or safety of yourself, other employees, students or members of the public.
GSM London good citizenship	<ul style="list-style-type: none"> Hold personal accountability to ensure a continual focus on enhancing the student experience through actions, words and behaviour. Our students are the most important members of our institution and must be treated as such.

In addition to the above, any other tasks appropriate to the post and in line with department and College business needs.

Knowledge, skill and experience requirements:

Essential:

- Good first degree or equivalent. This would include substantial work experience acquired through a combination of job-related or vocational training and considerable on-the-job knowledge that demonstrates development through involvement in progressively more demanding work or roles
- An understanding of HE and in particular students from non-traditional backgrounds
- Demonstrable experience in working within a customer focussed service role and dealing with people with support, access and language needs
- Demonstrable ability to be well planned and organised in a busy and rapidly changing working environment
- An understanding of policy and regulatory matters affecting HE, including quality assurance
- Well-developed written and spoken communication skills including the ability to understand, interpret and explain complex issues
- Demonstrable ability to operate a broad range of computer packages, including competent use of Microsoft Office
- Ability to exercise good judgement in decision making using established procedures, especially in situations where students may be at risk or where adherence to legal, regulatory or confidentiality requirements may be at stake
- Ability to retain high quality customer service standards when working in a very busy and sometimes stressful working environment
- Ability to adapt quickly and effectively to change and new priorities
- Excellent organisational and administrative skills, and excellent attention to detail
- Problem solving and solution finding skills
- Ability to work independently and deal with unforeseen problems and circumstances, including working under pressure and prioritising your own workload
- Ensure regular liaison and communication with colleagues Academic departments and professional services, to help build good working relationships and a seamless experience for applicants and students

Desirable:

- Experience of project work
- An understanding of the impact of HE on inclusion, social mobility and change
- An Interest in/relevant experience working in the Higher Education sector

Key behaviours:

- Interest in and empathy with our students
- Actively contribute to the future success of the College as a whole
- Act with integrity and take responsibility for own judgement, decisions and actions
- Strive to deliver excellent professional and customer service standards
- Respond positively and actively contribute to new developments and opportunities
- Facilitate and engage in effective, professional, open communication at all levels
- Supportive and willing to work collaboratively and in partnership with others
- Actively contribute to a culture of integrated cross-campus working
- Anticipate challenges and find effective solutions
- Influence, motivate and enable others to achieve results
- Demonstrate self-awareness, reflective practice and own commitment to professional development, and encourage this in others
- Time management
- Attention to detail
- Listening and communicating

The post holder will be required to travel between campuses as part of the role. Some evening and week end working may be required.