University of London
Job Description

Job Title: Student Information and Advice Officer

Department: University of London Worldwide

Section: Student Services

Level: Level 04 CTS

Job Purpose:	The job purpose is to handle enquiries about the University and its programmes, both over the phone and through our enquiry system. The role involves providing comprehensive advice to enquirers, managing stakeholder liaison support, and contributing to enhancing the University's reputation. The postholder will utilise enquiry management software to respond to enquiries within designated SLAs and support various office tasks as required. Adhering to University policies and safety regulations is also essential.

Job Content:

1. To respond to all enquiries requesting information about the University in general and about programmes offered to both internal and distance learning students, over the phone and through our enquiry system.

2. To provide comprehensive advice to current students in relation to the University of London, referring enquiries to the appropriate office or member of staff where necessary. This aspect requires the postholder to establish full knowledge of the student lifecycle, the Departments within the University of London Worldwide and their activities to ensure accurate advice and referral, if required.

3. To respond to or re-route as appropriate any University of London enquiries within the defined SLAs set for enquiry management.

4. As requested/required, to record information and provide statistics relating to the number and nature of all enquiries received by, or information requested from the Student Information and Advice Office.

5. To ensure first enquiry statistics are correctly input and provide accurate management information.

6. To answer phone calls and provide comprehensive support to students in a timely and professional manner.

7. To provide insight on themes and trends to senior management to enhance the enquiry software and improve knowledge articles.

8. Ensure your knowledge of programmes remains up-to-date and suggest learning opportunities as they arise.

9. To maintain an awareness and observation of fire and health and safety regulations.

10. Any other duties consistent with both the grade and scope of the post.

11. Any other duties reasonably required of the postholder by the reporting manager.

Reports to: Responsible for:	Senior Student Information and Advice Manager – Enquiry Resolution None.
Additional demands of the role:	Due to regulatory demands, there may be points in the year where leave cannot be approved. You may be required (after consultation) to undertake similar and/or related duties in other UOL offices in the Senate House WC1, in Stewart House WC1, or elsewhere in London, on an ongoing i.e. long term, interim or strictly temporary basis, in accordance with the prevailing operational requirements as determined by the relevant Director of Student Services or their acknowledged nominee.

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- Previous experience or other demonstratable ability to be immediately effective in undertaking work in a busy and challenging environment.

- The work is characterised by frequent interruptions and by pressure and volume of work, so it is important that the postholder is demonstrably able to complete work to high standards in such an environment, undertaking several tasks simultaneously and to meet deadlines while working under pressure without sacrificing loss of accuracy or patience.

- A vast range and breadth of knowledge, relating both to the University of London as a whole and the courses and subjects available etc must be acquired in order to undertake the work of the Centre to the standards required. Although that knowledge will be gained over a period of time, using a variety of data and resources available to the Centre, it is necessary for the postholder to possess the ability to research, collate and understand new information quickly and effectively.

- The Information Centre is likely to be the first contact that a caller/enquirer may have with the University. A strong personal commitment to the provision of a quality service combined with understanding of the need to adopt a friendly, welcoming, helpful and sympathetic manner and the ability to deal effectively, easily and confidently with individuals at all levels and from a variety of backgrounds, whether by phone, in writing or in person is therefore essential.

- Works effectively both independently and as part of a team, adopting a flexible approach within the working environment.
- Discretion and diplomacy in the handling of confidential/sensitive data.
- An understanding of working with a diverse student body and environment.

Desirable:

- Previous experience of working in or providing an information service within the University sector or a similar environment would be a distinct advantage.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Accurate keyboard / data entry skills at reasonable speeds.
- Excellent communication and interpersonal skills.
- Sound basic to intermediate IT skills including the use of common office software.
- Knowledge of computerised data systems.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- No specific educational qualifications are required, but the postholder must be of graduate calibre and demonstrably able to meet the literacy standard required for the post.

Competency Requirements	**Essential**	**Desirable**
Academic Community focus	A	
Adapting to change	A	B
Commercial awareness	N/A	
Creativity and innovation	A	
Customer focus (optional)	B	
International engagement (optional)	A	B
Interpersonal understanding	B	
Leadership	N/A	
Managing resources	A	
Organisational commitment	A	B
Proactivity and planning	A	
Problem solving and decision making	A	B
Performance Management	N/A	
Resilience	A	

Staff development and commitment to learning (optional)	A	
Stakeholder focus (optional)	A	
Striving for excellence (optional)	A	
Working collaboratively with others	A	B

Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.
For further information on each of the competencies and relevant levels, please refer to the University's Competency Model
https://london.ac.uk/sites/default/files/governance/UoL-Consolidated-Competency-Model-%28Updated-Oct-2018%29.pdf