

# **BORDERS COLLEGE**

## JOB DESCRIPTION

<b>Job Title</b>	<b>MA - Student Support Assistant – Student Advice and Student Funding</b>
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<b>Post Holder</b>	
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<b>Accountable To</b>	
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<b>Responsible For</b>	<b>Assist with the provision of front line information and guidance and signposting students to appropriate services. Support the Student Services and Student Funding team providing directed assistance and administration to the various services within the departments.</b>
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<b>Department</b>	<b>Student Services &amp; Finance</b>
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<b>Overall Purpose of Job</b>
<p>This role is designed to assist in the delivery of inclusive student support services across the College and to contribute to the effective and efficient running of the student advisory and finance service and the associated support students are entitled to receive.</p>

<b>Main Duties and Responsibilities</b>
<ul style="list-style-type: none"> <li>• Provide assistance in the delivery of an effective set of inclusive services to support students across the College.</li> <li>• Liaising with the Student Advisors provide assistance in the delivery of frontline student support service delivering general student advice and guidance relating to the college and its support services.</li> <li>• Assist with front-line customer service for students and administrative support for the services and staff within the Student Services and Finance Departments.</li> <li>• Direct visitors, telephone calls and general enquiries including the enquiries mailbox to appropriate support and/or curriculum department contacts.</li> <li>• Assist with Transport enquiries and reconcile transport orders and invoices.</li> <li>• Aid students with online applications and evidence required for various funding streams.</li> <li>• Monitor records and investigate discrepancies towards reporting requirements, including attendance and progress towards qualifications.</li> <li>• To maintain accurate records which contribute to the monitoring and impact analysis for student services &amp; finance.</li> <li>• Ensure confidentiality and maintain accurate records of support given.</li> <li>• Liaise with Department staff to ensure that critical information is shared with appropriate personnel and in line with our GDPR processes.</li> <li>• To undertake any other duties to support the effective and efficient operation of the College.</li> <li>• Attendance at internal and external meetings as required.</li> </ul>

**Personal and Professional Development:**

- Adopt flexible working methods to meet the changing needs of the College
- Develop and maintain high quality standards appropriate to the post
- Develop knowledge and understanding by undertaking relevant professional development

**Demonstrate appropriate Competency and Behaviours:**

- Promote and comply with legislation including Health and Safety, Equalities and Inclusion, General Data Protection Regulation, Prevent and Safeguarding
- Conduct yourself at all times in line with our college values and behaviours
- Comply with College Policies and Procedures relating to Staff and Students

**You may also be required to:**

- To support the work of the College in terms of recruitment, marketing and resourcing as required
- Undertake any other duties appropriate for the efficient and effective management of the College as directed

**The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.**

Signed ..... Date .....  
(Staff Member)

Signed ..... Date .....  
(Line Manager)

**Person Specification**

QUALIFICATIONS	Essential or Desirable
Maths, English at SCQF 5	<b>E</b>
ICT at SCQF 4	<b>D</b>

KNOWLEDGE	Essential or Desirable
Borders College organisation and offer	<b>D</b>
Microsoft packages	<b>E</b>
Filing Systems	<b>D</b>

EXPERIENCE	Essential or Desirable
Working in a large and diverse organisation.	<b>D</b>
Working with staff and members of the public	<b>D</b>
Providing administrative support to internal departments including, minute taking and document management	<b>D</b>
Experience with telephone/email and online enquiries	<b>D</b>
Experience with internal management systems e.g. customer data bases, financial packages	<b>D</b>

INTERPERSONAL SKILLS & ABILITIES	Essential or Desirable
Excellent communication skills – both individual and group.	<b>E</b>
Friendly and approachable manner at all times	<b>E</b>
Negotiating and influencing skills.	<b>E</b>

OTHER ABILITIES/QUALITIES	Essential or Desirable
Good time management & organisational skills.	<b>E</b>
Effective decision-making skills.	<b>E</b>
Good ICT skills.	<b>E</b>
Ability to work flexibly and effectively respond to changes.	<b>E</b>