

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Student Experience Assistant
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Post Holder	
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Accountable To	Student Support Manager (Welfare and Transitions)
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Responsible For	Provision of student support and administrative services
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Department	Student Support Services
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Overall Purpose of Job

To provide an efficient and effective administrative service to support both the Colleges delivery and student support services.

The Student Support Assistant is the first point of contact for students, visitors and staff; providing a welcoming, inclusive and professional service. The postholder will undertake initial student support triage, respond to enquiries and signpost students to appropriate support services, ensuring they receive timely and effective assistance.

Main Duties and Responsibilities

- Act as the first point of contact for students, visitors and staff, providing a welcoming, professional and inclusive reception service.
- Work collaboratively with Reception colleagues to ensure a consistent and high-quality customer experience across the College
- To undertake all relevant and appropriate administrative support to meet the needs of the college delivery and support functions.
- Provide reception cover for the Scottish Borders Campus, including telephone cover for other Campuses as and when required.
- Assist in the production and security of a range of college documents both electronic and paper based
- Process orders and invoices within the College procurement system.
- Undertake all administrative duties including Invoicing and organising client requirements for all venue hires, examinations, and bespoke delivery
- Maintain confidentiality and security of all sensitive information
- Undertake delegated tasks, appropriate to the post including assisting with projects/project teams, and cross college groups
- Ensure that the correct documentation is in place for staff/student excursions and trips.

Student Support Responsibilities:

- Undertake initial student support triage to identify the nature and urgency of student needs and facilitate timely access to appropriate support services
- Provide basic information and guidance on a range of student support matters including wellbeing, financial support, transport, learning support, student funding and college services
- Work closely with Student Support Officers and Learning Support Advisors to coordinate appointments and referrals
- Maintain appropriate professional boundaries while offering reassurance and respond sensitively to students experiencing difficulties
- Recognise safeguarding and wellbeing concerns and follow college safeguarding and reporting procedures as appropriate

Quality

- Ensure that all tasks and work produced is of the highest quality and in line with college equality and diversity policy and procedures, staff code of conduct, ICT policies and College environmental strategy.
- Contribute to team operational planning and target setting activities.
- Actively contribute to the achievement of team goals and targets.
- Participate in, and support ongoing quality assessment, reviewing systems and processes

Behaviours

- To demonstrate appropriate Competency and Behaviours
- Communicate effectively and articulately on the telephone and in face-to-face meetings with people both internally and externally.:
- Adopt flexible working methods to meet the changing needs of the College
- Conduct yourself at all times in line with our college values and behaviours
- Comply with College Policies and Procedures relating to Staff and Students

Notes on Duties and Responsibilities

The duties and responsibilities on this job description are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

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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, qualified to SCQF 7 or equivalent experience demonstrating the skills required for the role		E
Mental Health First Aid qualification - or a willingness to achieve this)		E

KNOWLEDGE		Essential or Desirable
Understanding of excellent customer service		E
A knowledge of administrative systems		E
A knowledge of Microsoft 365 packages		E
Understanding of wellbeing and mental health		D

EXPERIENCE		Essential or Desirable
Current experience in a customer-facing role		E
Experience in working in an administrative role		D
Experience of managing communications both internal and external via e-mail and paper based		E
Experience of supporting young people or vulnerable adults		D
Reception or front-of-house experience		D

INTERPERSONAL SKILLS & ABILITIES		Essential or Desirable
Excellent communication skills (written and oral)		E
Ability to build positive relationships with others		E
Listens with empathy and responds appropriately		E
Organises work effectively and manages competing priorities		E
Remains calm and approachable in busy or challenging situations		E
Maintains confidentiality and professional boundaries		E

OTHER ABILITIES/QUALITIES		Essential or Desirable
Flexible and adaptable		E
Treats people with dignity, respect and compassion		E

ATTITUDES AND BELIEFS		Essential or Desirable
A belief that everyone deserves to feel safe, included and respected		E
Show kindness, empathy and professionalism		E
Work collaboratively and positively with colleagues		E
Be open to learning, feedback and continuous improvement		E