Job Description
Student Liaison Officers

Title of Post: Student Liaison Officers

Section: IAG Services

Hours: 36 hrs per week, 52 weeks per year

Grade: Scale 4

Reporting to: Assistant Director for School Engagement & Student Services

Base: Richmond Campus (the posts will involve travelling to other College sites and schools in the catchment area when required)

MAIN SCOPE OF POST:

- Meet the targets for conversion rates from student application to enrolment.

- Case manage a group of learners from application to first six weeks in the College

- Support learners' progression between levels of study programmes in the college.

- Act as a conduit between applicants, students, parents and staff in order to ensure effective communication, problem solving, and information exchange.

- Liaise with external schools to promote the College.

- This post will require flexibility to work evenings (approx. two or three per month) and Saturdays / Sundays (approx. two or three per year) as required.

DUTIES AND RESPONSIBILITIES:

1. Promote/raise awareness of HRUC Post-16 education (A Levels, Vocational qualifications and Apprenticeships) to students in key feeder schools within the key catchment area, representing the brand at all times and supporting students in making appropriate choices for their next step.

2) Contact individual applicants regularly to ensure that they are on track with their application.

3) Identify support needs and advise on appropriate action to meet their needs.

4) Ensure applicants attend interviews and follow up with outcomes.

5) Support applicants with the enrolment process.

6) Work with curriculum and support teams to ensure that applicants are settled on their study programmes.

7) Liaise with parents regarding their son/daughter's application to the college.

8) To provide an efficient support service over the telephone, by e-mail social media, live chat and in person.

9) To provide information and advice to potential students and parents.

10) Support the delivery of an effective school events from classroom presentations and assemblies to careers events and workshops. To support recruitment and transition advice and guidance.

11) Provide information service to students and applicants including delivering workshops and one to one session.

12) Use social media to inform students of progression opportunities.

13) Participate in early advice and enrolment sessions as required.
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14) To check and update external databases as required by the Head of Service.

15) To input and update customer records on the college database for Marketing and Statistical Purposes.

16) To despatch prospectuses, applications and course literature in accordance with written and telephone requests.

17) Liaise with curriculum and support areas regarding students.

18) Participate in taster events, open days and some enrichment activities.

Other Duties

19) To assist in the retrieval of information for Senior Management, College committees, Governing Body and other organisations as and when required.

20) To serve as a member on appropriate College Working parties as determined by the Head of Service

21) To participate in evening or weekend duty as required by the service.

22) To participate in relevant training and staff development opportunities where appropriate.

23) To take an active part in the appraisal and mentoring systems.

24) To promote Equal Opportunities and implement the College's Equal Opportunities Policy.

25) To comply with all relevant Health and Safety Regulations and assist the College in the implementation of its own Health and Safety Policy.

26) To perform any other duties commensurate with the general level and scope of the post as may be required by your line manager.

Further Education is an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.

Student Liaison Officers
Person Specification

	Essential	Desirable	How assessed*
Qualifications			
• Minimum of Level 3 qualification (A Level or equivalent)	✓		Cert/AF
Knowledge, Skills and Experience			
• Good IT skills, including working knowledge of Microsoft Office packages, MS Teams and Sharepoint	✓		AF/IV
• Experience in an administrative role		✓	AF
• Ability to provide excellent customer service	✓		AF/IV
• Experience of providing information or service to people from diverse backgrounds and with different needs	✓		AF/IV
• Good interpersonal skills	✓		AF/IV
• Confident telephone manner	✓		AF/IV
• Understanding and commitment to Equality and Diversity and Safeguarding in education	✓		IV
• Good literacy and numeracy skills	✓		AF/T
• An understanding of Further Education		✓	AF/IV
• Experience of working in a multi-cultural environment		✓	AF/IV
• Understanding of the use of social media in educational context		✓	AF/IV
• Some experience of handling cash		✓	AF
• Driving licence and own personal transport		✓	AF/IV
• Experience of working with young people and adults in an advisory capacity		✓	AF/IV
Personal Attributes			
• Ability to work under pressure and meet targets effectively	✓		AF/IV
• Flexibility to work evenings and weekends as required	✓		AF/IV
• Enthusiastic and proactive, with a commitment to providing excellent customer service	✓		AF/IV
• Able to build and maintain good working relationships with young people	✓		AF/IV
• Willingness and ability to work flexibly as required, including some evenings (two to three per month) and weekends (two or three per year)	✓		IV
• Able to use own initiative	✓		IV
• Ability to work on your own without supervision.	✓		AF/IV
Competencies *Support staff should be able to demonstrate competency in all of the following areas:* Communication; Planning and Organising; Working Together; Adaptability/Flexibility; Customer Focus			AF/IV

*Evidence of criteria will be established from:

AF = Application Form
IV = Interview
T = Test (Micro-teach/Skills test)
Cert = Certificates checked on induction