

Description and Person Specification
Professional Services Staff

Job title: Student Support Officer

Department: Student Services

Pay Grade: 1

Line Manager: Student Services Manager

Role Purpose:

The Student Support Officer provides front line support to students with any query they may have with a focus on out of office cover on the Student Services Information Desk.

The Officer will respond to student enquiries and use their knowledge of Ravensbourne processes to either resolve the issue or help refer the student to further support. They will also work to promote Student Services through the creation of internal marketing materials.

During out of normal office hours the Officer will also provide crisis support for students and support them during referrals to appropriate safeguarding channels.

The Officer will also help support the administrative work of the Student Services, Registry and Student Engagement Teams

Duties and Responsibilities:

- Support students who attend the Information Desk with clear guidance around University process and next steps to obtain support.
- Support Student Services out of normal working hours
- Provide efficient, flexible and professional administrative support to the Student Services department, in particular assisting the Disability Officer, Student Accommodation and Finance Officer and Student Services Manager.
- Maintain knowledge of Ravensbourne processes in order to help students understand how to access key support and information during their studies including processes from the wider Professional Services staff.

- Respond to students in crisis who attend the information desk or where asked to support first aiders, especially outside of normal office hours.
- Support students in an empathic and supportive way to help build engagement with Student Services and ensure, no matter how challenging their disclosure, that their issues are referred appropriately and managed in an appropriate and professional manner.
- Supporting the Student Engagement team, especially out of normal office hours to log reported student absences and respond to student queries
- Create marketing materials to help promote Student Services support and activities to students and the wider staff team with a key focus on materials that are engaging and respond to student feedback.
- Support course teams with contacting students who are required to undertake retrievals and updating tracking information as required
- Provide administrative support to the wider Student Services Team
- Support Student Service's presence at events that may occur outside of normal working hours including open days, offer holder events, induction drop-ins and online recruitment activity.

Other

- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g., Finance, People & Culture) as appropriate.
- Carry out the policies, procedures, and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.

Key working relationships:

Student Services Manager
Deputy Head of Student Services
Head of Student Services
Student Services Coordinator

Head of Academic Administration & Student Engagement
 International Support Manager
 Student Services
 Compliance Team
 Student Engagement Team
 Course Teams (especially those running evening teaching)
 Student Union
 Admissions
 Recruitment and Events
 Academic Leadership and Course Leaders
 Registry
 Quality
 Facilities

Resources Managed

Budgets: Not applicable
 Staff: Not applicable
 Other: Not applicable

Person Specification		
<u>Knowledge and Experience</u>	Essential	Desirable
Education Educated to degree level or equivalent		X
Professional qualifications/experience Using IT Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment	X	

Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.	X	
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This Job Description may be reviewed, and duties amended to align with Ravensbourne's requirements, any changes will be made in collaboration with the postholder.

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

