

Job Title:	Student Support Assistant (0.6 FTE)
Reports to:	Centre Head
Location:	ONCAMPUS Sunderland

The Company

ONCAMPUS provides high quality pathway programmes to prepare international students for undergraduate and postgraduate study at the world's leading universities. Our pathways offer guaranteed progression to over 500 degrees at our partner universities, and since 2008, **ONCAMPUS** has helped more than 4,000 students progress to the best universities in the UK, USA and Europe.

ONCAMPUS is part of Cambridge Education Group, which has been delivering the highest quality academic, creative and English language programmes since 1952, and has prepared thousands of students to progress onto the world's leading universities.

The Group operates under four different brands: **ONCAMPUS**; CATS College – high schools in Cambridge, Canterbury and London, and Boston, USA; Cambridge School of Visual & Performing Arts (CSVPA) – Art & Design, Drama and Music courses in Cambridge and Stafford House – year-round English Language schools in Brighton, Canterbury, London and USA, and Study Holiday centres across the UK and the USA for juniors.

Whatever students aspire to, whichever college, school or centre they choose, Cambridge Education Group promises excellent teaching, premium facilities and the personal service our students demand.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its agents, partners and their clients, by the universities it works with and by its competitors. The objective is simple: to deliver exceptionally high standards of service in every single customer interaction and to ensure that our 'CARE' principles are clearly understood and are effectively applied across the whole organisation in all teams and at all levels of responsibility.

CEG is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.

Job Overview

The Student Support Assistant is a first point of contact for students and is responsible for day to day enquiry handling for **ONCAMPUS** students. The Student Support Assistant will act as a referral point to provide students with support, guidance, information and impartial advice. The post holder will work collaboratively with the Student Recruitment and Support Officer (SRSO) and Curriculum Information Officer (CIO) to ensure that student data is kept up to date and attendance is correctly recorded. The Student Support Assistant is also responsible for the provision of a programme of social events for the students throughout the academic year. The post holder will assist Centre Management in sponsored student record keeping and reporting. General administrative support, as required, will be part of the role.

Job Description

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key Responsibilities

- To be a first point of contact for student enquiries, including log-in password enquiries
- Supporting the CIO in monitoring student attendance
- Recording and monitoring student welfare concerns on both internal and external platforms, especially sponsored student record keeping and reporting
- Assist in the development of an alumni network, maintaining contact with alumni students, encouraging alumni students to participate in centre activities
- Assist in the organisation of the student social programme, which will include attending some events
- Inputting into the tutorial Scheme of Work in relation to social events in Sunderland, healthy eating and cultural acclimatisation. This will include support with the organisation and monitoring of attendance of individual personal tutorials
- To be a liaison with the Students' Union to ensure that students are aware of events and the support that is available
- Updating the centre's social media sites regularly
- Providing information to the Central Sales & Marketing team, as required, regarding accommodation availability, social events or student life at University
- Ensuring student details are up to date on Magellan (our bespoke database) and updating as required
- Issuing standard documentation, such as letters for a bank account, to individual students
- Supporting the Centre Head on the organisation of graduation or alumni events
- Supporting the SRSO on induction weeks for new students throughout the academic year, including organising guest speakers and conducting campus and city tours
- Supporting the Deputy Centre Head with the management of the student representative programme

Administrative Support

- Calendarisation and recording minutes of centre, team and student meetings
- Ensuring that the initial appearance of the centre is well-ordered and welcoming and that poster and notice boards are kept up to date
- Supporting Sales & Marketing to arrange agent visits to the campus
- Other administrative duties as and when required to support the smooth running of the centre throughout the academic year

Person Specification

Customer First – It is ESSENTIAL all candidates meet the CEG Customer First CARE Principles:-

Commit

- Goes the extra mile
- Follows-up & follows through

Act

- Takes ownership
- Looks for a solution

Respond

- Addresses issues positively
- Communicates proactively

Empathise

- Is an active listener
- Is respectful and values our customers

Education

- HND or equivalent experiential learning
- Counselling or customer service-related qualification (desirable)

Experience

- Experience of working in a customer-focussed environment
- Experience of providing customer support
- Experience of working with data
- Experience of working with International students (desirable)
- Experience of organising events (desirable)
- Experience of dealing with a range of priorities
- Experience of dealing with welfare issues (desirable)

Skills

- IT literate
- Ability to plan workloads and meet deadlines
- Ability to work unsupervised
- Attention to detail
- Ability to keep accurate records and to track information
- Excellent interpersonal and communication skills – verbal, written and electronic
- Empathetic to issues which face international students and ability to empower them

Behaviours

- Works well in a team
- Ability to work under pressure and meet deadlines whilst maintaining standards of service
- Willingness to work flexibly, including weekends or evenings on occasion
- Commitment to **ONCAMPUS** Values

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being;
- Show tolerance of and respect for the rights of others;
- Maintain high standards of attendance and punctuality;
- Help to create and maintain a safe working environment for everyone;

CEG is committed to safeguarding and promoting the welfare of children and young people and expect everyone connected with the Centres to share this commitment.