

Job Title:	Student Adviser
Reports to:	Student Experience Manager
Location:	Cambridge
Mobility:	Occasional travel (national and international)

The Company

Since 1952, Cambridge Education Group (CEG) has been delivering the highest quality academic programmes, preparing thousands of students to progress onto the world's leading universities.

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.

The Group currently operates two different brands: ONCAMPUS – teaching foundation courses to university degrees on campuses in the UK, USA and mainland Europe, and CEG Digital, who working closely with partner universities, market and deliver part-time online and blended university programmes to students around the world, using cutting-edge technology, sector leading pedagogy and first-class support to provide an outstanding digital educational experience.

This role is part of CEG Digital.

CEG Digital currently partners with the University of Southampton, Queen Mary University of London, University of Hull, Falmouth University and Cass Business School and offers programmes in a wide variety of disciplines from creative arts to business and law. MA and MSc programmes are delivered on a part-time, flexible basis over two years enabling students to gain their university award while continuing to work and/or balance family life. Our programmes are developed by combining academic expertise with educational technology, sector leading pedagogy and first-class support to provide an outstanding flexible educational experience.

Job Overview

Our Student Advisers are dedicated to supporting and enhancing student experience. They ensure that our global community of online learners can take advantage of all the relevant support available throughout their journey. They achieve this by working closely with staff at our partner institutions, including academic teams and student support services (e.g. Wellbeing, Accessibility and Employability) to effectively guide students to the appropriate team or service.

Our courses have multiple intakes per year, and you will guide new students through this critical enrolment period offering support and responding to any queries to ensure all students have a positive experience from the outset.

Ongoing, you will provide a friendly ear to students from diverse backgrounds, studying all over the world. You will be students' first point of contact for non-academic questions and issues, responding in a timely manner via phone, email and WhatsApp. You will triage with or direct students to the appropriate university support services. In addition, you will monitor student engagement in order to pre-empt and address any potential retention issues.

You will collaborate with student support services to offer tailored support for online students e.g. webinars from Employability, Wellbeing and Study Skills teams. You will promote wellbeing and look for opportunities to improve

both the experience of our students and our internal processes.

This is a dynamic role which offers the chance to make a real difference to students. You will be part of friendly team of student advisers and supported by a dedicated Student Experience Manager.

Higher Education experience is desirable and a basic understanding of the UK HE system is required. You will have worked in a student or customer-facing role before and will have an interest in Higher Education. You will have excellent written and verbal communication skills and be able to demonstrate a confident phone manner and professional email tone.

This full-time role is based in our main office in Cambridge. Full training will be provided. The ability to travel is required, as you may on occasion travel to the partner university or attend a face to face event (which may be international).

Please include a supporting statement (max two pages) with your application, detailing how your experience and skills match the job description and the person specification. To arrange an informal discussion regarding this position, please contact Sophie Marchand, Student Experience Manager at Sophie.marchand@cambridgeonlinelearning.com.

Job Description - Key Responsibilities

1. Support an excellent student experience by answering non-academic student queries and providing advice including, but not limited to:
 - a. Signpost student to a range of specialist University Services where relevant (e.g. Wellbeing, Employability, Accessibility or other support services)
 - b. How to use the Virtual Learning Environment (demonstrations and answering basic queries)
 - c. How to make an application for extensions (referral to University's online process)
 - d. What kind of reasonable adjustments can be put in place for students with additional learning needs
 - e. Work/life balance
 - f. Taking a break from study or withdrawing from the course (referral to University process)
 - g. How to raise a complaint
2. Monitoring student activity via the Virtual Learning Environment and proactively contacting students if there is a perceived problem.
3. Maintaining regular contact with students even if there are no issues signposted to maximise retention rates.
4. On occasion attend face-to-face events nationally and internationally to socialise the cohort.
5. Co-ordinating student satisfaction surveys

General Duties and Responsibilities

1. To work within and actively support the policies and practices of the University.
2. To participate in CEG's annual Performance Development Review process.
3. To ensure communications systems and practices support effective management arrangements

and promote good relations with students on the courses.

4. To maintain appropriate and effective records and management information and statistics in relation to the frontline services to help inform the development of the service.
5. To be responsible for your own continuing self-development.
6. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the business without altering the nature or level of responsibility involved.

Person Specification

Education

- A degree or equivalent work-based learning

Experience

- Experience of providing excellent customer service
- Experience of working in a student-facing support role in FE or HE, particularly in a pastoral care context (Desirable)
- Experience of complying with established policies, procedures and timescales
- Experience of the delivery of online courses and of working with people within online learning software environments (Desirable)

Skills

- Excellent interpersonal skills and ability to communicate effectively and confidentially, verbally and in writing
- Excellent organisational skills
- Strong working knowledge of Microsoft Office, in particular Word, Excel and Outlook, and experience of working with a wide variety of computer systems and packages
- Ability to work under pressure, maintain attention to detail and prioritise workload in a busy office in order to meet deadlines
- Ability to build rapport with a diverse range of colleagues and customers
- Ability to work unsupervised and on own initiative as well as to work proactively as part of the team
- Working knowledge of online learning environments (Desirable)

Behaviours

- Friendly and empathetic
- Positive attitude
- Takes responsibility and accountability

Company Values

Values	Description
Accountability and Ownership	Takes responsibility, meets commitments, dedicated, confident, invested in the work that they do and doing it well, pro-active, makes decisions, calculates the risk and shows leadership.
Having Enthusiasm	Being flexible and responsive, can do attitude, hardworking, honest, has a willingness to learn, goes the extra mile, is positive in the face of challenges.
Being Creative	Looks for new ways to improve, takes ideas and implements them, looks at problems in different ways, is solutions led.
Being a Team Player	Friendly, punctual, reliable and respectful of their co-workers, communicates with enthusiasm, collaborates with colleagues, shares knowledge and teaches others.
Being Customer Focussed	Approachable, helpful, shows empathy, communicates openly and welcomes feedback, builds relationships, organised, detail orientated, effective and efficient, courteous and professional.