

Student Support Assistant

Job Title:	Student Support Assistant
Reports to:	Deputy Centre Head
Location:	ONCAMPUS UCLan

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 five 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; 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 and CEG Digital – delivering online and blended University programmes to students around the world.

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 company values 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.

Student Support Assistant

Job Overview

The Student Support Assistant (SSA) is the first point of contact for students and is responsible for day to day enquiry handling for ONCAMPUS UCLan 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 will contribute to and help evolve the Centre's social media strategy using their creativity to produce content for stakeholders internally and externally. The Student Support Assistant is also responsible for the provision of a programme of social events for the students throughout the academic year. An important part of the role is the development and organisation of student feedback, including the organisation and training of Student Representatives, and the organisation of the Student Representatives calendar of meetings. 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 the first point of contact for student enquiries
- Creation, management and marketing of the student social programme, which will include attending some events
- Recording and monitoring student welfare concerns, and assisting students as appropriate
- Managing the centre's social media strategy, which will include:
 - Writing original content for a variety of audiences
 - Regularly taking photos and making short videos
 - Creating an online community for the students
 - Showcasing the centre to the outside world
- Managing of the student social budget in accordance with ONCAMPUS guidelines
- Overall responsibility for the look and feel of the Centre
- To be a liaison with the UCLan Students' Union to ensure that students are aware of events and the support that is available
- Ensuring student details are up to date on ONCAMPUS systems and assisting the Student Recruitment and Support Officer as required
- Leading on the organisation of graduation or alumni events
- Leading 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

Office Support

- All administration and record keeping as required for fulfilling of key responsibilities
- Ensuring that the initial appearance of the centre is well-ordered and welcoming and that poster and notice boards are kept up to date

Student Support Assistant

- Supporting Sales & Marketing to arrange agent visits to the campus providing information, as required, regarding accommodation availability, social events or student life at University
- Supporting the CIO in monitoring Under-18 student attendance
- Issuing standard documentation, such as letters for a bank account, to individual students
- Risk assessments and appropriate planning for events
- Other administrative duties as and when required to support the smooth running of the centre throughout the academic year

Person Specification

Education

- A-Levels (Degree preferred)
- Counselling or customer service-related qualification (desirable)

Experience

- Working in a customer-focussed environment
- Providing customer support
- Very social media savvy
- Experience of dealing with a range of priorities
- Working with International students (desirable)
- Organising events (desirable)
- Dealing with welfare issues (desirable)

Skills

- Creativity
- IT literate (Creative software desirable)
- 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
- Willingness to undertake appropriate training to support the development of the role

Student Support Assistant

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;

Employee Values

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.