

Job Title:	Student Advisor
Reports to:	University Partnerships Director
Location:	Cambridge
Mobility:	National and some international for face-to-face events

The Company

Since 1952, Cambridge Education Group (CEG) has been delivering the highest quality academic, creative and English Language programmes, preparing thousands of students to progress onto the world's leading universities. CEG is proud to offer a new suite of services, known as CEG Digital, to enable universities to expand global access to their higher education programmes. Working closely with partner universities, CEG Digital will help create, 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.

The Group operates under four different brands: CATS College – high schools in Cambridge, Canterbury, London, and Boston, USA; Cambridge School of Visual & Performing Arts (CSVPA) – Art & Design, Drama and Music courses in Cambridge, UK; ONCAMPUS – teaching foundation courses to University degrees on campuses in the UK, USA and mainland Europe; and Stafford House – year-round English Language schools in Brighton, Canterbury and London, 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

To answer first line student support queries, providing advice and support directly to the student insofar as authority has been delegated by the University. Where authority has not been delegated, to triage in the background with University support services before coming back to the student with details. To provide a friendly ear for routine advice about work-life balance, how to be an effective online learner and the student's progression through the programme. To monitor student participation through the analytic tools within the digital learning platform and proactively contact students to resolve any issues thus maximising retention rates. To attend face-to-face events nationally and internationally to socialise and film the cohort.

Full training will be provided in Cambridge and at the partner university site – ability to travel is essential.

Job Description - Key Responsibilities

1. Support an excellent student experience by answering non-academic student queries and providing general student welfare advice including, but not limited to:
 - a. How to make an application for extenuating circumstances (referral to University's online process)
 - b. How to appeal a grade (referral to University process)
 - c. How to raise a complaint
 - d. What kind of reasonable adjustments can be put in place for students with additional learning needs (such as dyslexia)
 - e. Withdrawing from the course (referral to University process)
 - f. Financial difficulties
 - g. First line triage, and efficient and professional referrals to a range of specialist services where relevant (e.g. Wellbeing or other support service)
 - h. Work/life balance
 - i. Discuss arrangements for face-to-face components of course
 - j. Discuss the need for short term study visa applications
 - k. Provide information on student's progression through course and refer to Tutor/Module Leader where appropriate
2. Monitoring student activity via Canvas analytics and proactively contacting students if there is a perceived problem
3. Following up on late payments as required
4. Maintaining regular contact with students even if there are no issues signposted to maximise retention rates.
5. Attending face-to-face events nationally and internationally to socialise and film the cohort.

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

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

- A degree or equivalent work based learning

Experience

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

Skills

- 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
- Excellent interpersonal skills and ability to communicate effectively and confidentially, verbally and in writing
- 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