

Job Title:	Student Adviser
Reports to:	Student Experience Manager
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 programmes either in partnership with leading UK universities or as a pathway centre leading into those universities.

The Group operates under two brands – ONCAMPUS, teaching foundation courses to University degrees on campuses in the UK, USA and mainland Europe; and CEG Digital, building and teaching online degrees to students around the world in partnership with a number of UK universities.

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 17 online degrees in a wide variety of disciplines from creative arts to business and law. Programmes are delivered on a part-time, flexible basis over two years enabling students to gain their university award while continuing to work or run a family. Our programmes are developed by combining academic expertise with cutting-edge technology, sector leading pedagogy and first-class support to provide an outstanding digital educational experience.

Job Overview

This job is 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. Customer service and/or HE experience is desirable but not essential. We are primarily looking for a good team player with excellent communication skills.

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. 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. Maintaining regular contact with students even if there are no issues signposted to maximise retention rates.
 4. Attending face-to-face events nationally and internationally to socialise and film 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

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 Focused – approachable, helpful, shows empathy, communicates openly and welcomes feedback, builds relationships, organised, detail orientated, effective and efficient, courteous and professional.

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