

Student Support Assistant, Curriculum

Job Title:	Student Support Assistant, Curriculum
Reports to:	Head of Administration and Resources
Location:	ONCAMPUS Coventry

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.

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.

Job Overview

The Student Support Assistant, Curriculum is a support role for the Administration and Academic Team, reporting to the Head of Administration and Resources. The primary function of the post will be to provide administrative support to the Administration Team, mainly Curriculum Information Officers and Student Recruitment Offices, along with general administrative duties and all other tasks as reasonably requested. The role requires attention to detail and accuracy, effective communication skills and good data skills and knowledge. The successful applicant will have a strong track record of data management, preferably in an education context, be able to provide a warm welcome to students and to communicate well with colleagues at all levels.

Job Description

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

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Key Responsibilities

Enrolment Support

- To support the Student Recruitment and Support Officer with auditing of pre-arrival and enrolment data, ensuring accuracy for timetabling purposes
- To enrol students at the start of each intake, providing a welcoming and supportive student experience
- To assist with collecting copies of official documents in accordance with UKVI and inspectorate requirements
- To assist with auditing enrolment data and student records, ensuring accuracy

Timetable Support

- To support the Timetabling Officer with the planning and production of the Centre Timetable
- To support the Timetabling Officer with timetable data entry
- To accurately audit timetable data
- To support with the production of management reports
- To support with the production of student progress reports
- To keep up to date and develop a sound understanding of ONCAMPUS Management Information Systems

Other Duties

- To undertake any other duties commensurate with the status of the post, as deemed necessary by the ONCAMPUS Senior Leadership Team

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being, developing and maintaining a full understanding of current procedures;
- 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;

Person Specification

Experience

- Experience of working in an administrative position. (Essential)
- Experience of working in an educational environment (Desirable)
- Experience of working with databases (Desirable)

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Skills

- Able to communicate effectively with students and staff at all levels (Essential)
- Working knowledge of Microsoft Office (Essential)
- Excellent attention to detail and accuracy skills (Essential)
- Good problem solving skills (Essential)

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.