# **Job Description**

**Job Title:**  Student and Business Services Officer

**Responsible to:** Assistant Manager: Student Finance and Operational Services

**Job Purpose:** To coordinate the day-to-day operational delivery of the student finance and the student support customer-facing services.

## Principal Responsibilities

1. To ensure that an effective customer service is provided by dealing promptly with front line queries and where applicable directing them to the appropriate member of staff or department;
2. To work with the Senior Student Involvement and Diversity Officer in providing support for the Student Union and College Senedd work; engaging with and supporting students to embrace student involvement;
3. To coordinate the staff rota should existing staff be absent, ensuring that the college’s student support service is not compromised and students, staff and visitors are not at a disadvantage on all College sites, in particular the satellite campuses;
4. To act as the Additional Learning Needs (ALN) champion to ensure student services is inclusive in all its practices and that all team members have an awareness and understanding of ALN;
5. As the ALN Champion, you will have a focus on supporting the College’s largest vulnerable group to access student support services, to ensure the area of support is fully inclusive and complies with autism friendly status;
6. To respond to individual transport queries using local knowledge of the Student Support team if required and to engage with local transport providers;
7. To administer the Educational Visit process and student support related activities including completion of the appropriate risk assessments and transport arrangements;
8. To assist with the preparation of reports for the Student Finance Group as and when required;
9. To organise, administer and minute internal and stakeholder meetings using a variety of platforms including Skype and Microsoft Teams;
10. To organise internal staff training sessions as directed by the Assistant Manager: Student Finance and Operational Services.
11. To maintain up to date and accessible information and resources to support the reception services across all campuses;
12. To undertake work-station and health and safety checks in the Student Zone areas;
13. To ensure that the Student Zone website content is up to date and structured in an accessible and inclusive way, as well as all marketing materials across all Student Zones and reception areas;
14. To organise and contribute to Student Support related events and activities including Fresher’s Fairs and taster days.

**College Responsibilities**

1. To actively promote the Diversity agenda within the College;
2. To promote and ensure safe working practices in line with Health and Safety requirements;
3. To play an active role in Quality;
4. To contribute to and represent the overall visions and values of the College;
5. To comply with all College Information Security (IS) policies and procedures, attend relevant awareness training and to apply information security principles when dealing with staff and student information, in line with ISO standard 27001;
6. To comply with the General Data Protection Regulation (GDPR), Data Protection Act 2018 and any relevant statutory requirements when processing staff and student personal data or work related data, and in accordance with any guidance or Code of Practice issued by the College;
7. To adhere to all College policies and procedures;
8. To undertake professional development as required; and
9. To undertake other appropriate duties as required by the line manager.

It should be noted that this job description merely provides a resume of the main duties and responsibilities of the post and will be subject to periodic review in conjunction with your Line Manager and the Human Resources Manager which may lead to revisions in light of the operational requirements of the College.