

 **Job Title:** Programme Advisor

**Location:** Any

**Contract:** Full time

**Reporting to:**  Head of Programme Advice

**Department:** Law school

**Key Relationships:**

Students, Learners, Corporate Clients, Programme Teams, Data and Reporting Manager, Academic Administration Team, Resourcing Team, Central Operational and Client Services Teams, Centre Staff, Faculty and Personal Tutors

**Job Purpose:**

A Programme Advisor is a non-faculty programme specialist within the School, providing programme specific advice to students and administrative support with day to day programme specific activities

**Key Responsibilities:**

* Supporting on all student facing activities such as induction and any programme specific events
* Supporting programme specific communications
* Dealing with programme related student queries including complex queries referred by Student Support Officers
* Management and organisation of SSLCs
* Coordination and collation of all programme specific student surveys
* Elective choice coordination and communications
* Processing and coordinating IOS requestions through central student support team
* Working with teams to support student specific behavioural issues
* Point of contact of the Office of Regulation and Compliance to support and assist with any investigatory work required
* Supporting with suspension and debtor chasing
* Assisting with all other programme specific administrative tasks

**Knowledge, experience and skills required**

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| **Attributes** | **Essential** | **Desirable** |
| Qualifications |  | * Ideally educated to degree-level, however applications from candidates with appropriate and relevant work experience or other equivalent qualifications will also be considered
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| Experience | * Customer service experience
* Experience of working with multiple stakeholders
* Experience of working within a service delivery environment working towards KPI’s and SLA’s
* Demonstrable experience of commitment to improving service and customer satisfaction
 | * Experience of working in higher education, however other relevant industries of experience will also be considered
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| Skills | * Ability to coordinate complicated operational challenges
* Excellent written communication skills
* Excellent presentation skills
* Excellent computer/IT skills
* The ability to work well in a team and be collaborative
* Good communication and active listening skills
 | * Have a flexible and responsive approach to workload and the ability to proactively prioritise accordingly
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| Values | * Everybody Matters
* Trust and Respect
* Stronger Together
* Embrace Change
* Student, Learner and Client Centric
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