## JOB DESCRIPTION – PROGRAMME ADVISOR

**Job Title:** Programme Advisor

**Location:** London

**Contract:** Full time

**Reporting to:**  Head of Programme Advice

**Department:** School of Business

**Key Relationships:**

Students, Learners, Corporate Clients, Programme Teams, Student Support Team, 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. The Programme Advisor will work closely with the Award Leader and act as conduit for the programme.

**Key Responsibilities:**

* Supporting on all student facing activities such as induction and any programme specific events
* Supporting and writing programme specific communications
* Dealing with programme related student queries including complex queries referred by Student Support Officers
* Management and organisation of Student Voice Forum
* Coordination and collation of all programme specific student surveys
* Elective choice coordination and communications
* Allocated a specific programme to be lead PA on and ensure smooth running of the student journey working in a group of AL, AST and PA
* Monthly data analysis for allocated cohort
* Stage 3 interventions meetings
* Creating guides and process documents
* Hosting online support sessions
* Processing and coordinating IOS requests through central student support team
* Working with teams to support student specific behavioural issues
* Point of contact for the Office of Regulation and Compliance to support and assist with any investigatory work required
* Supporting with suspension and debtors
* Assisting with all other programme specific administrative tasks as required

**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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