

**JOB DESCRIPTION**  
**Student Advisory Services Manager (0.5 FTE)**  
**Vacancy Ref: N1919**

<b>Job Title:</b>	Student Advisory Services Manager	<b>Present Grade:</b> 6
<b>Department/College:</b>	Colleges and Student Life, Student Based Services (SBS)	
<b>Directly responsible to:</b>	Head of Student Wellbeing Services	
<b>Location:</b>	University House, Lancaster University	
<b>Supervisory responsibility for:</b>	5 FTE plus up to 4 temporary staff at peak periods	
<b>Other contacts</b>		
<b>Internal:</b> SBS staff; college staff; departmental and faculty administrators; academic staff, HoDs and Deans. Staff in other parts of Professional Services, e.g. ISS, HR, Library, the Learning Development team. Students' Union.		
<b>External:</b> Students, parents, other customers, external agencies, wellbeing staff and one-stop shop managers in other universities.		
<b><u>Role Purpose</u></b>		
<p>The purpose of the role is to provide efficient and effective front-line information and advisory services to students and alumni in collaboration with teams within the Division and in partnership with other teams in the University to improve and enhance the student experience. Currently these services are delivered in the Base, through digital material and in partnership with other locations. The role-holder is expected to seek ways to improve service design and delivery through a range of continuous improvement initiatives and projects with a strong focus on digitisation. It is expected that the role-holder will work across all divisional teams and with other teams in the University that deliver front-line services to students to ensure that information and guidance is consistent and delivered in a way that puts the student at the centre of the service.</p>		
<b><u>Main duties</u></b>		
<b><i>Oversight of Base and Alumni teams</i></b>		
<ul style="list-style-type: none"> <li>• Oversight of the Base, in which staff deal with student and other visitor enquiries for SBS services and the wider University, ensuring that as many enquirers as possible are dealt with at first contact and that where that is not possible, appropriate and speedy referrals and/or appointments are made.</li> <li>• Follow up and resolve more complex enquiries, research new queries in order to provide answers, and deal with any complaints;</li> <li>• Oversee a range of administrative functions carried out by the Base team on behalf of other departments and teams within SBS;</li> <li>• Enhance service delivery on a continuous basis, ensuring that digital solutions are exploited as far as possible.</li> <li>• Liaise with SBS, Faculties and departments, the Students' Union, Library and other services to ensure that information provided the Base is consistent and up to date.</li> <li>• Use a wide range of IT applications to record and document all interactions, actions taken, and escalate more complex issues to specialist staff and be able to update websites;</li> <li>• Analyse data relating to the service for monitoring and enhancement purposes;</li> </ul>		

- Undertake periodic feedback from service users and use the feedback to deliver service improvements
- Oversee staff matters relating to the Base and Alumni teams e.g. recruitment, induction, training, supervision and support, rotas, PDRs and disciplinary matters.

#### ***Projects, data and communications***

- Design and deliver publications and other forms of communications, such as SBS Update and the SBS Referral Guide to ensure that all staff who engage with students are up-to-date;
- Interrogate and analyse a range of data to provide quantitative and qualitative information relating to aspects of the student experience. This will include responding to Freedom of Information;
- Chair, support or be a member various Working Groups or Committees across the University e.g. the Knowing our Students Group and College Principals meetings;
- Plan and run events and promotion activities to raise student awareness of the Base and SBS services
- Plan (and in some cases deliver) events in Welcome Week, e.g. Unismart welfare presentation, mature students session;
- Contribute to the development and delivery of SBS workshops relating to student wellbeing, presentations and training courses such as the Referral Guide or First Response to Sexual Misconduct;
- Provide support for projects as required, within the scope of the role;
- To arrange and provide support and cover for other members of the student support team during busy periods and holiday times;
- To undertake any necessary training and development;
- To undertake any other duties appropriate to the grade of the post as required by the Head of Department.

#### **Miscellaneous**

- This job description is an outline of the main duties of the post. The post holder will be required to undertake other duties commensurate with the grade in line with service developments as directed by the clinical lead/service manager.
- Due to the nature of the service, there will be a need for additional hours in busy periods and some weekend work (e.g. Open Days / special event for which time in lieu will be given in line with University practice.

#### **Disclosure and Barring Service Criminal Records (DBS) Check**

- The post is not subject to a DBS check.

#### **Probationary Period**

- The post is subject to confirmation of an initial probationary period.