



## Role Title

Student Experience Adviser

Full time (100% FTE)

Permanent

Salary range: £19,093.88-£23,937.31

## Job Description

The Information Advice and Guidance team provide accurate information and detailed advice to prospective students about what it is to study at OCA, what their study options are, and develop informative and interactive guidance for social media, website and other media channels.

Applicants will ideally have a background in advice and guidance, and supporting students, and have an understanding of distance learning in Higher Education.

Attention to detail is vital, as is maintaining organisation in a busy environment, working to tight deadlines, and the ability to proactively solve problems.

Task	Brief Description	Time (weighting)
Enquiry management	<ul style="list-style-type: none"><li>• Provide specialist advice and guidance to prospective students looking to study with OCA, assisting students to make appropriate study choices</li><li>• Provide advice and guidance on what it is to study at OCA, covering distance learning, flexible study, and differences to mainstream tuition</li><li>• Create informative and interactive content for social media, website, and other channels</li><li>• Monitor and respond to enquirers through media channels including email and social media</li></ul>	25%

	<ul style="list-style-type: none"> <li>● Maintain surgery hours and run callbacks for interested applicants</li> <li>● Monitor and analyse information on enquirers, and using this to provide further specialist advice and guidance</li> <li>● Prepare and run virtual enquirer webinars covering key topics of interest for enquirers including applying for Student Finance, differences in study etc</li> </ul>	
Student Enrolment	<ul style="list-style-type: none"> <li>● Handle incoming enrolments, conducting checks and preparing students for onboarding into study, resolving any queries or issues in the process</li> <li>● Liaise with Finance team to ensure financial support in place prior to enrolment</li> <li>● Monitor OCA order system, creating new profiles for students once funding approved</li> <li>● Process enrolment for new students to chosen unit and degree, including allocating tutors and tutor notification</li> <li>● Liaise with Academic Development Officers on tutor availability</li> <li>● Begin student induction through sending out welcome emails</li> </ul>	25%
Specialist Student Support	<ul style="list-style-type: none"> <li>● Support students with ongoing advice regarding their studies, including financial queries, employability guidance, and signposting to other services.</li> <li>● Provide support and advice to continuing students, encouraging re-enrolment post assessment and providing support and advice</li> <li>● Build and maintain the Student Handbook on OCAs virtual learning environment, designing interactive content, running drop ins, and maintaining forum support</li> </ul>	25%
Student Administration	<ul style="list-style-type: none"> <li>● Ensure student support functions are up to date including information on website</li> <li>● Maintain student records on student record system including paper files</li> </ul>	20%

	<ul style="list-style-type: none"> <li>and scanned documents</li> <li>• Amend student records on request for example change of address and personal information</li> <li>• Administer course unit transfer process, liaising with students and tutors</li> </ul>	
Miscellaneous	<ul style="list-style-type: none"> <li>• Any other duties as requested by line manager</li> </ul>	5%

## Person Specification

Specific Knowledge					
Criteria	Weighting	E	M	PM	NM
Demonstrable advisory experience	Essential				
Experience of dealing with a diverse student body	Essential				
Understanding of the challenges associated with distance learning	Desirable				
Understanding of the challenges of an open access policy	Desirable				
Skills & Abilities					
Criteria	Weighting	E	M	PM	NM
Ability to prioritise workload amidst competing demands, ensuring tasks are completed to time	Essential				
Experience of database management and recording information	Essential				
Ability to listen	Essential				
Excellent written and verbal communication skills	Essential				

Ability to use initiative to resolve issues, finding creative solutions	Essential				
Ability to liaise effectively with colleagues and work as part of a team	Essential				
<b>Experience</b>					
<b>Criteria</b>	<b>Weighting</b>	<b>E</b>	<b>M</b>	<b>PM</b>	<b>NM</b>
Experience of delivering high quality customer services and understanding of quality processes	Essential				
<b>Education &amp; training</b>					
<b>Criteria</b>	<b>Weighting</b>	<b>E</b>	<b>M</b>	<b>PM</b>	<b>NM</b>
A-levels or equivalent	Essential				
First degree and/or professional experience	Desirable				
NVQ4 Advice and Guidance or equivalent, or willing to work towards	Essential				

**Legend**

E = Exceeds    M = Met    PM = Partially Met    NM = Not Met