

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Student Liaison Assistant	Salary: £23,579 - £27,801 pa
Contract Length: Permanent	Hours/FTE: Full-time
Grade: 2	Location: 272 High Holborn, London WC1V 7EY
Accountable to: School Development Manager: Fashion Business School	College/Service: London College of Fashion/ Fashion Business School

Purpose of Role:

To assist the course team in providing daily and operational student-facing communication for the Fashion Business programme and in particular for the undergraduate courses which qualify for the National Student Survey. To act as an interface between staff and students; internal and external enquiries and assist with all student enhancement activities such as field trips, external visits and guest speakers.

The post holder will work very closely with the academic team to ensure the provision of relevant and appropriate student liaison and communication.

Main Responsibilities

- Provides general information and communication service for students, acting as first point of contact for student enquires relating to their study.
- Acts as the Moodle communicator and relates to system/Moodle related student issues.

Main duties

- Acts as the conduit between students and the Fashion Business team, sign posts and responds to any relevant communication as required.
- Makes full use of all information and communication technologies to meet the requirements of the role and promote effective student communications.
- Collates copy relating to Programme matters for use in social media.
- Assists academic team members with the Fashion Business School's recruitment activities regarding potential Fashion Business students.
- Schedules appointments for students to meet with academic tutors, Course Leader(s) and Programme Director.
- Supports the monitoring of student attendance, record keeping and maintenance of student records.
- Supports the interface between course representatives and Course Leaders.
- Co-ordinates programme related external visits and speakers.
- Treats all information, written and oral, in the utmost confidence.

Additional Duties and Responsibilities

- Works collaboratively with academic tutors within the Fashion Business programme to ensure the seamless provision and customer service orientation of student support.
- To demonstrate a commitment to make use of all information and communications to meet the requirements of the role and promote organisational effectiveness.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships:

- Students, line manager, Programme Director, Course Leader(s), student administration team and other staff, and external partners, etc.; with whom regular contact is required.

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): N/A

Signed _____ Date of last review _____
(Recruiting Manager)

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Person Specification

Specialist Knowledge/ Qualifications	Educated to at least A-level, or equivalent work experience Degree qualification desirable
Relevant Experience	Relevant experience of working in 'customer care', in a front line customer focused position, preferably in a student centred academic environment Significant administrative experience Experience of providing support to a team Experience of using databases, updating and retrieving information
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

Last updated: May 2017

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.