

JOB TITLE	<i>College Advisor - Placements</i>	JOB NUMBER	<i>0249-19</i>
LOCATION	<i>Kedleston Road</i>	SALARY	<i>£20,149 per annum</i>
DEPARTMENT / COLLEGE	<i>College Registry Team, The Registry</i>		
REPORTING RELATIONS	<i>Reports to the College Team Leader</i> Works with: <ul style="list-style-type: none"> ▪ Students ▪ The Registry and other professional services teams ▪ Academic colleagues in programme teams ▪ External stakeholders and other public bodies 		
DEPARTMENT GOALS & BEHAVIOURS	Derby University is committed to providing an inclusive student experience, which offers all students the opportunity to achieve to their full potential. The College Advisor makes a significant contribution to achieving this. To provide advice, information, guidance and professional support services to students and programme teams that demonstrates gold standard services consistently across the Colleges. College Registry staff will display positive attitudes, behaviours and attributes which support excellence, innovation and achievement. Adopt the University's core values and underpinning behaviours. The post holder will develop and maintain the Registry professional standards, actively engaging in Continual Professional Development and adopting good practice from the sector. You will uphold the following goals and behaviours for The Registry: <ol style="list-style-type: none"> 1. Play an active part in adopting and championing a Registry culture which is exciting, dynamic, ambitious and passionate about applicant/student experience. 2. Demonstrate behaviours which support and encourage a 'one Registry' ethos, and actively help embed this approach within the team. 3. Develop mutually supportive relationships and partnerships with Academic and Professional Service Colleagues to ensure that the needs of the University are being supported with a particular focus on understanding and striving to support the following strategic priorities: <ol style="list-style-type: none"> a. Teaching Excellence Framework (TEF) b. National Student Survey (NSS) c. Retention and achievement of students 4. Committed to departmental success and not constrained to individual performance 5. Ensure compliance with institutional performance expectations, including regulatory requirements of e.g; the Office for Students (OfS), the Quality Assurance Agency as Designated Quality Body, Student Loan Company, Office of the Independent Adjudicator, Competition and Markets Authority, Professional Statutory Regulatory Bodies, and other regulatory standards and agencies. 		

Role Purpose

To assist with the provision of an excellent service to students through the effective delivery of placement administration, acting as a key contact point for students and stakeholders in placement settings for advice and guidance on placement settings.

Being digitally focused you will use a range of technologies to support the inter site working of the Registry and facilitate liaison and monitoring through the ARC system. You will also be comfortable with using technology to gather information to gain a clear understanding of the level of student engagement and performance on the programme. You will have a working knowledge of the wider services of the Registry to enable you to deliver a seamless service to students and staff.

You will be responsible for ensuring data quality within a right first-time ethos for all data within your business area, supported by an awareness and understanding of the data processed within your area, particularly data classed as personal or sensitive

You will support the wider work of the Registry across a range of programmes from UG to PG, assisting in key University operational activities e.g. enrolment, awards ceremonies, acting as a focus for the programme and supporting the administration of College prizes/ Deans Award etc.

Registry staff may be expected, from time to time, to work in other areas of the Registry at sites within Derby.

Principal Duties & Responsibilities

1. Have a good understanding of the student journey, to provide advice, information and guidance to students on issues relating to their programme of study including placement requirements.
2. Work with academic colleagues to deliver excellent programme support.
3. To assist with the provision of an excellent service to students through the effective delivery of placement administration, acting as a key contact point for students and stakeholders in placement settings for advice and guidance on placement settings.
4. Undertake administrative duties to support advice work e.g. monitor and manage student record profiles.
5. Utilise management information to support University metrics for student retention, progression and achievement.
6. Undertake activities to support programme events e.g. enrolment, induction and module evaluation, Programme Committees ensuring that students are provided with clear and timely communication.
7. Contribute to the development of suitable sources of information required to support students, ensuring it remains current, in appropriate formats and is shared appropriately with colleagues.
8. Undertake all administrative duties with regard to student assessment processes.
9. Work collaboratively with all areas of the University to ensure the best response to students.
10. Meet regularly with the Course Director/ Programme Leader to review student profiles and attendance, identify potential issues, provide advice on University processes and regulations and take action as required.
11. Provide dedicated administrative support to meet professional/accreditation body specifications as required.
12. Make a significant contribution to the development and positive promotion of the College Registry team, including active participation in appropriate Committees and meetings.
13. Ensure an inclusive service with a focus on delivering excellence.
14. Take part in the evaluation of the services provided and the setting of service standards.
15. Escalate issues or concerns to College Senior Advisors and/or College Team Leader
16. Maintain your professional competence through continuous professional development in line with role.

"This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role".

Person Specification

Essential Criteria

Qualifications

- Educated to A level standard or equivalent significant work based experience
- GCSE Maths and English at grade C or above

Experience

- Delivering information, advice and guidance
- Experience of working in an administrative role in a service setting
- Contributing to the development of innovative solutions to problems, addressing the root cause
- Working collaboratively across boundaries to achieve common goals.
- Experience of understanding and applying data protection requirements

- Using data to manage workload

Job Skills, Knowledge and Abilities

- Good interpersonal skills
- Ability to demonstrate tact and diplomacy in dealing with a wide range of contacts both internal and external to the University
- Good judgement of situations and people and the ability to respond appropriately
- Ability to take a professional approach and work on own initiative
- Ability to adapt and be flexible
- Ability to understand and apply regulations/rules e.g. GDPR, quality assurance frameworks
- Confident and able to demonstrate digital competency across a range of technologies, including but not limited to Microsoft Office
- Systematic and organised to manage competing priorities
- Numerical and analytical abilities

Behavioural Qualities

- Positive and inclusive attitude
- Is consistently a positive role model to the team and supports peers to perform to their highest potential.
- Has a resilient nature and able to work through service pressures methodically and calmly.
- Flexible and adaptable with the ability to work across teams building relationships to ensure a good result.
- Is able to take responsibility and proactively resolve matters taking on a sense of ownership
- Doesn't take things at face value; is confident to question and investigate beyond first impressions
- Thinks creatively and looks for more efficient ways of doing things.
- Is able to see and consider the bigger picture; asking searching questions to resolve issues.

Business Requirements

- Able to recognise the need and be willing to work outside of normal hours at times as relevant to achieving service delivery, targets and deadlines.
- Able to recognise the need and be willing to travel and work at any of the University sites as relevant to support staff, attend events, meetings or for presence.

Desirable Criteria

Qualification

- Educated to degree level standard or equivalent significant work based experience
- Customer Service Qualifications
- NVQ (3 or 4) in Information Advice and Guidance
- IT qualification or equivalent significant work based experience

Experience

- Experience of working in the Higher Education sector

Skills, knowledge and abilities

- Ability to assimilate written and verbal information
- Ability to work in a fast paced environment
- Minute taking skills

Benefits

Career Benefits:

- ✓ Work within a Department with high employee engagement scores
- ✓ Opportunities to develop digital skills
- ✓ Opportunities to be involved in innovative projects
- ✓ Opportunities to access a range of CPD resources such as university management development and job-related training courses

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

For more information on the benefits of working at the University of Derby go to

<https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230>

Values

We value people, are future focused, bold, and foster brilliance.

- *We are true ambassadors of our University's purpose and promises.*
- *We create a reputation where industry relies on us for their future potential, innovation and gateways to success.*
- *Our determination, knowledge and positive attitude keeps us engaged in the world around us and ahead of the game.*
- *We create stimulating environments that transform prospects. We believe we all make the difference.*

Equality and Diversity

We are committed to providing a modern and progressive workplace and believe that equality, diversity and inclusion are integral to our success. This belief is reflected in our policies and practices which challenge stereotyping and our values and behaviours that shape our staff and culture. We aim to be a diverse organisation made up of a range of different people and being part of schemes like Athena Swan help us to promote an inclusive environment. As a forward thinking and innovative university we seek to attract high quality people who share these values.