

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Online Learner Advisor

## **College/Department**

Student Performance and Engagement

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0416-22

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Online Leaner Advisor Team Leader

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

To work as part of the Student Experience team contributing to the provision of high quality online learning opportunities by providing the non-academic support to enable successful graduation, to students in the UK and internationally who wish to enhance their career and earning potential.

The role will involve frequent interaction with colleagues and students where a high level of written and verbal communication skills will be required to deliver excellent customer service.

The role will also require the use of use initiative to resolve problems and queries relevant to your responsibilities.

The post holder will be a crucial member of the wider UDOL team and there will be a need for excellent cross team working and the ability to seek better ways of providing services.

## **Principal Accountabilities**

1. Create positive relationships with a caseload of students (by subject/programme).
2. Improve retention rates by building relationships with student group, anticipating needs and communicating regularly.
3. Work to predetermined departmental targets with regards to enrolment and retention.
4. Work closely with academic team to monitor student engagement and implement strategies to re-engage students.
5. Academic Lead/Programme Leader liaison concerning production and timely distribution of individual study plans.
6. Encourage and support enrolment activity within specified deadlines.
7. Manage student finance claims/sponsorship processes.
8. Provide advice and guidance to students regarding pace of study, withdrawals, authorised breaks from study, exceptional extenuating circumstances.
9. Develop and produce monthly retention statistics and trend reports by programme.
10. Attend and contribute to programme committees and programme health checks.
11. Maintain student management system, ensuring all communications and actions are recorded accurately, in a timely manner and within GDPR regulations.
12. Assist with Exceptional and Extenuating Circumstances (EEC) panels and assessment board processes to ensure consistency of contact and approach.
13. Provide a high level of customer service to both internal and external customers, dealing promptly and effectively with all communication.
14. Any other duties commensurate with the level of responsibility of the post and as required by the Online Learner Advisor Team Leader.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Relevant A-Levels (or equivalent qualifications) or comparable, recent and relevant work experience.

#### **Experience**

* Experience of providing advice and guidance.
* Demonstrable administrative experience of managing detailed processes which require an attention to detail.
* Experience of using complex record systems and proficient in the use of MS office and other database software.
* Experience of maintaining comprehensive and accurate records.
* Experience of liaising with range of key stakeholders e.g. colleagues in other departments and customers, to ensure activities are fit for purpose and carried out in a timely manner.
* Experience of working in a confidential environment and adhering to data protection regulations.

#### **Skills, knowledge & abilities**

* Excellent interpersonal and communication skills both verbal and written.
* Ability to problem solve effectively and use initiative.
* Ability to work in a busy environment with competing demands.
* Excellent customer service management and the ability to form effective working relationships across different departments.
* Ability to work towards tight deadlines in a busy environment and keeps calm under pressure.
* Highly organised with excellent time management.
* Resilience/ able to adapt to a changing environment.

#### **Business requirements**

* Willingness and ability to work occasional unsociable hours including some Saturday working during peak periods (with notice).

### **Desirable Criteria**

#### **Experience**

* Experience of working within a Higher Education or distance learning environment.
* Experience of providing advice and guidance in an educational setting.

#### **Skills, knowledge and abilities**

* Knowledge of using PeopleSoft and Blackboard software.

# **Benefits**

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.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)