

**University of Derby Job Description**

# **Job Summary**

## Job Title

College Advisor

## College/Department

The Registry

## Location

Kedleston Road/Markeaton Street, Derby

## Job Reference Number

0129-24

## Salary

£23,343 to £25,143 per annum (for exceptional performers, there is scope for further progression up to £28,914 per annum)

## Reports To

College Team Leader

## Line Management Responsibility

No

## Job Description and Person Specification

## Role Summary

This role will provide academic administration across a range of programmes, ensuring that effective processes are in place to provide an excellent experience for students. Liaising across the College and Registry, you will act as a contact point for students within the Student Hub, and College Registry Operation Teams, providing advice, information and guidance and work with academic colleagues to deliver excellent programme support.

## Principal Accountabilities

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.
2. Work with academic colleagues to deliver excellent programme support.
3. To monitor and manage student record profiles, acting as a key contact point for students and programme teams for queries and advice regarding changes to their programme/ modules and auditing and updating records to accurately.
4. Utilise management information to support University metrics for student retention, progression and achievement.
5. 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.
6. 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.
7. Undertake all administrative duties with regard to student assessment processes.
8. Work collaboratively with all areas of the University to ensure the best response to students.
9. 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.
10. Provide dedicated administrative support to meet professional/accreditation body specifications as required.
11. Make a significant contribution to the development and positive promotion of the College Registry team, including active participation in appropriate Committees and meetings.
12. Ensure an inclusive service with a focus on delivering excellence.
13. Take part in the evaluation of the services provided and the setting of service standards.
14. Escalate issues or concerns to the College Senior Advisor or College Team Leader
15. 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 professional experience
* GCSE Maths and English at grade C or above

#### **Experience**

* Experience of delivering information, advice and guidance, preferably in a student support environment
* Experience of working in an administrative role in a service setting
* Experience of understanding and applying data protection requirements

#### **Skills, knowledge & 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
* Contributing to the development of innovative solutions to problems, addressing the root cause
* Working collaboratively across boundaries to achieve common goals
* Ability to use data to manage workload
* 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

#### **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**

#### **Qualifications**

* 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**

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 [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)

# **Our People**

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. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.