

JOB DESCRIPTION**DIGITAL EXPERIENCE**

Job title: Student Advisor (Online Courses)

Grade: 3

Responsible to: Senior Student Advisor

Date: August 2024

Job purpose: The Student Advisor is the first point of contact for non-academic student queries, responsible for providing advice and support directly to the student where appropriate and triaging/signposting where required.

Student Advisors engage with Students prior to enrolment and support them throughout their course. Typically, this includes being a friendly first point of contact for routine advice about work-life balance and how to study effectively, supporting students as they progress through their course and undertake assessment.

Student Advisors are typically responsible for up to 150 students.

Main duties and responsibilities

1. To be the first point of contact for students for all non-academic matters; advising or triaging as appropriate. Typical queries will include:
 - a. Details about assessment – submission dates, results release and understanding outcomes.
 - b. Extenuating circumstances process.
 - c. How to appeal a mark.
 - d. How to raise a complaint.
 - e. Reasonable adjustments process for students with additional learning needs, e.g. dyslexia.
 - f. Process for withdrawing or intermitting from the course.
 - g. Financial difficulties.
 - h. Wellbeing concerns.
 - i. Work-life balance.
 - j. Details for face-to-face components of courses.

2. To support new students by:
 - a. Contacting students prior to Welcome Week to introduce key contacts and offer support for any non-academic aspect of their learning journey.
 - b. Encouraging students to complete orientation module, or similar, during Welcome Week.
 - c. Provide guidance to online students on how to access the VLE and run test webinars before the start of term to make sure all students are confident with their technical equipment
3. To work closely with the course tutors and module leaders to provide details about students' progression through the course and student feedback on academic matters.
4. To help organise, and on occasion attend, face-to-face events held locally, nationally and internationally. Film/photograph/capture content as required.
5. To use analytics tools to monitor student progress and engagement, proactively contacting students to support early resolution of issues and maximise retention rates.
6. To support an excellent student experience by monitoring student feedback via various forums and escalating as appropriate.
7. Support the Senior Student Advisors as required, including in preparation of reports.
8. To work with the Students' Union and other University departments to signpost students to available services and ensure that students receive the appropriate support.
9. To contribute towards training & support resources, and for new online courses support development of the Student Hub.

General duties and responsibilities

10. To perform to high professional standards.
11. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.
12. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
13. To be responsible for your own continuing self-development.
14. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
15. To work within and actively support the equality and diversity policies and practices of Falmouth University.
16. To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University

policy within their areas in line with levels of responsibility set out in the University’s Health and Safety Policy.

Health & safety requirements

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: Student Advisor

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Educated to degree level, or equivalent industry experience.	Masters level qualification.
Experience and knowledge	An understanding of the principles and practicalities of online learning. Experience of providing customer/student/client support face to face, on the phone or online. Experience of complying with established policies, procedures and timescales. Strong working knowledge of a wide variety of computer systems and packages.	Experience of working in a student-facing support role in FE or HE, particularly in a pastoral care context Experience of supporting students in online, blended learning environments. An understanding of the principles of Data Protection and GDPR compliance. Experience of managing projects or events. Experience of supporting customers/students from a diverse

		background and/or multiple geographic locations.
<p>Skills and personal requirements</p>	<p>Excellent digital literacy.</p> <p>Excellent organisational skills.</p> <p>Positive, friendly & empathetic approach to customer care.</p> <p>Ability to work under pressure, maintain attention to detail and prioritise workload in order to meet deadlines.</p> <p>Excellent interpersonal skills, active listening skills and ability to communicate effectively and confidentially, verbally and in writing.</p> <p>Ability to communicate with tact and diplomacy, and to build rapport with a diverse range of colleagues and customers.</p> <p>Ability to address issues positively and communicate proactively.</p> <p>Demonstrable ability to take ownership of challenges and manage with a solutions-focused approach.</p> <p>Able to work unsupervised and on own initiative as well as to work proactively as part of the team.</p>	