

University of London Job Specification

Job Title: Student Relationship Manager

Department: University of London Worldwide

Section: Student Services

Level: AMP (06)

Job Purpose:	<p>The Student Relationship Manager has responsibility for ongoing support of University of London Worldwide students studying as web-supported learners. This position is the first point of contact for students to guide them through the administration of their studies, their learning environment, supporting delivery of the programme along with Online Tutors. This post plays a pivotal role in supporting students and ensuring that their transition to study and their ongoing experience meets consistently high standards.</p> <p>The expectation is that once the role holder has demonstrated a sufficient level of expertise and a demonstrable dedication to the team goals, this role will progress to Student Relationship Manager Level 07 (AMP) within three years.</p>	
Job Content:		%
<p>Student Communications</p> <ol style="list-style-type: none"> 1. Provide authoritative advice and consultation relating to support services the University programme offers. 2. Manage communication and utilise Tools to interact with student body: Enquiry management system, live-chat, proactive messaging, virtual learning tools/forums. 3. Advise new and continuing students on a variety of issues affecting their education such as registration and enrolment, policies and procedures, degree requirements, administrative issues, personal issues affecting studies, withdrawal and readmissions. 4. Interpret University of London Worldwide policies and advise students on student conduct, student grievances, disputes, and any issues regarding discrimination. 5. Ensure students are kept informed of relevant information related to the programme through one-on-one and group advising, workshop presentations, emails, portal, and the website. 6. Encourage students to support each other in their studies. 		

7. Plan and conduct agreed tutor-student intervention points, workshops and orientations for students on the programme.
8. Identify students who are 'at risk', follow through, and track the progress of students through their session of study.
9. Provide case management to students who are unable to meet their educational requirements from the programme.

Internal and Stakeholder Communication

10. Review students' progress and advise students and University stakeholders on requirements for degree/programme completion.
11. Identify students with progression problems and recommend or implement interventions to Online Tutors.
12. Liaise with Online Tutors, posting topics on discussion forums, organising diaries for tutors to be available at set times, escalating key academic concerns. Arranging regular update meetings.
13. Maintain a network among staff in student services and beyond; present a positive and professional image when speaking with colleagues, prospective and current students, parents, and the public.
14. Liaise with the Module Leader for the Module review process for each session of study.
15. Liaise with Advisors in known teaching Institutions to manage intervention and support of our student.

Monitoring and Reporting

16. Participate on university-wide committees for student services.
17. Reports to the Module Leader for the sessional Module Review.
18. Provide feedback and recommendations on the programme and advocate for the need for certain courses and changes.
19. Provide reports and information, as well as analysis, on the programme and curriculum using student led systems. Scheduling intervention points for student who are struggling, routine monitoring and moderating forums.
20. Analyse data using the student overview dashboard to identify students 'at risk' and suggest appropriate intervention tactics. Build a portfolio of precedents to be used in reporting and for the purpose of Continuous Improvement.

Administration and Other

21. Assist with other department events and marketing fairs as needed.
22. Develop procedures and materials for implementation of changes.
23. Ensure a strong understanding of the SITS student records system and its main functions.
24. At times, work with Lead College in curriculum planning and implementation.
25. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.
26. Maintain an awareness and observation of fire and health and safety regulations
27. Any other duties consistent with both the grade and scope of the post
28. Any other duties reasonably required of the postholder by the reporting manager.

Reports to:

Senior Manager: Track C Programmes

Responsible for:	N/A
Additional demands of the role:	<p>The Track C Team is exceptionally busy and it may not be possible to take long periods of leave at certain parts of the year, but every effort will be made to accommodate reasonable requests.</p> <p>You may be required (after consultation) to undertake similar and/or related duties in other University offices in Senate House or Stewart House WC1, or elsewhere in London, on an on-going i.e. long term, interim or strictly temporary basis, in accordance with the prevailing operational requirements as determined by the relevant Director of University of London International Programmes or their acknowledged nominee.</p>

Person Specification
<p><u>EXPERIENCE & PERSONAL QUALITIES</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Previous experience in a customer service/ advisor/ counsellor capacity. • Previous experience or other demonstrable ability to be immediately effective in undertaking work in a busy and challenging environment, including generation of own correspondence. • Excellent communication skills to fully engage with students and liaise with Online Tutors to deliver a high level student experience. • An understanding of the need to adopt a friendly, welcoming, helpful and sympathetic manner and the ability to deal effectively, easily and confidently with individuals at all levels and from a variety of backgrounds, whether by phone, in writing or in person. • Excellent interpersonal skills with the ability to relate to students personally and appropriately advocate for their needs and concerns. • Excellent problem solving skills with the ability to assess individual needs and provide useful assistance in resolving problems and goal setting. • A very confident and assured team player who demonstrates passion about delivering an exceptional standard of customer service. • Ability to meet deadlines and handle pressure appropriately. • A strong personal commitment to the provision of a quality service

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- Discretion and diplomacy in the handling of confidential/sensitive data.
- An understanding of working with a diverse student body and environment with the ability to interpret complex policies and requirements

Desirable:

- Managing projects independently from initial stages to completion to evaluation and assessment.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Advanced IT skills including proficiency in MS Office applications, Moodle, web content management systems, SITS student database and ESD.
- Excellent analytical, numeracy and presentation skills.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- No specific educational qualifications, but the postholder must be of graduate calibre.

Competency Requirements	Essential	Desirable
Adapting to change	B	C
Creativity and innovation	C	
International engagement	C	
Interpersonal understanding	C	
Leadership	B	
Managing resources	B	
Organisational commitment	C	
Proactivity and planning	C	D
Problem solving and decision making	B/C	
Performance Management	B	
Resilience	C	
Staff development and commitment to learning	C	
Stakeholder focus	C	
Striving for excellence	C	
Working collaboratively with others	C	D

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Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.

For further information on each of the competencies and relevant levels, please email ulrecruit@london.ac.uk