JOB DESCRIPTION	
Department:	Administration
Position:	Student and Academic Support Officer

OUTLINE DESCRIPTION OF DEPARTMENT

Roles in this department are engaged in the provision of a range of services in support of the staff, systems and resources of LCCA and of the wider public. The work may involve administrative support, specialist advice, data and information management, project management, or the development and implementation of systems or policy. All roles require an understanding of the College's systems, processes and procedures. The higher levels often combine professional qualification, managerial experience and a substantial impact on the running and resources of the institution.

ROLE SUMMARY

This is the first and last point of contact for all students studying at LCCA. The role holder will work collaboratively with other student and academic support officers as a team to provide basic advice and referral to students. This position shall be the first point of contact for individual students and be responsible for the provision of day to day enquiry handling for the relevant courses, offering advice and support at the front desk. The student and academic support officer ultimately act as a referral point, to provide students with support, guidance, information and impartial, confidential advice. This particular role is a part of LCCA student and academic support department, which manages all the student enquiries for LCCA and other ad-hoc tasks and mini-projects.

ROLE RESPONSIBILITIES	PERFORMANCE MEASURES
- Ad hoc projects, event planning and support; support for the College and Line Manager as and when required. - Minute taking, as required (training supplied) - Project planning and support for ad hoc projects **Student Support** - To act as first point of contact for all students, answering phone calls / emails / conducting one on one meetings. - To support the academic team, printing materials as requested, producing documents, transcripts, etc., proactively ensuring a smooth flow of information between the academic team, students and other stakeholders. - Communicating all assessment dates to students and working closely with the academic teams on the quality cycle of each awarding body and ensuring feedback and grades are issued as per the academic calendar.	- All student queries responded to in 48-hour time frame (working days) - Students have the right information about courses and classes before start of term, with any changes communicated clearly - Students have full understanding of what they can expect from LCCA support staff - Students feel they are well looked after - The team have up to date information regarding all students - The same advice or information is being offered to all students - Delivers projects on time

• Monitoring student progression and retention, ensuring tracking sheets of student results are up-to-date and that information relating to students' performance is accurately recorded and the student database is updated accordingly. • Offer advice or guidance to student in relation to academic / financial / attendance / personal matters in the absence or in support of relevant staff members • Where requests for reasonable adjustments or welfare requirements are made ensure students are directed to the relevant internal departments or staff • To provide students and academic staff with operational information when required and ensure they are up to date with any internal changes, such as class or campus locations, documents they must complete, obtaining ID cards • Organise and present students' induction as and when required • Offer exceptional support and service to all students and academic staff at all times • Monitor the types of student queries received and provide reports to relevant Managers • Support the Course Leaders as directed by the Team Leader • Ad hoc support to lecturers, Course Leaders, unit leaders or other staff as required	
Attendance • Create attendance records (creating codes, uploading students' details, update the electronic records according to written attendance sheets) • Update and monitor students' attendance, sending warning emails, generating and sending reports with students who have poor attendance to the Academic Board • Create attendance reports when required	• Detailed information about students not attending classes so action can be taken • Warnings can be given to students who are often late to classes or do not attend for the whole duration
Data Management and input • Coordinate all administrative duties including filing, recording, data management and other ad-hoc administrative tasks in relation to student and academic administration • Photocopying, recording attendance and class cancellation • Issuing ID cards and certificates • Update student database with relevant student information ensuring database is up to date at all times • Carry out class spot-check to avoid absences, forgery and students leaving early • Upload lectures on Mypage	• Tutors have the support they need from back office staff • Accurate entry of all data with regular updates, ready for when reports need to be produced • Student database is up to date for use across various departments

• Willingness to be flexible and to undertake other ad hoc duties associated with ensuring the smooth-running of LCCA programmes, for example, exam invigilation • Support on timetabling and resource planning with the course directors and Admin manager.	
Student Focus • Outstanding levels of service, professionalism offered to students at all times • Continuously striving for excellence in relation to student experience at LCCA • Keep up to date with changes internally or within the external education market that may affect your role e.g. guidelines or Student Finance • Seeks ways to improve current processes • Always treats students and staff with respect and courtesy • When dealing with issues fact finds effectively in order to refine and improve existing services • Nurtures and values relationships with within Student Support Team, fostering amicable and cooperative environment	• Positive feedback from students

KNOWLEDGE, SKILLS AND EXPERIENCE (Job-specific)

	Essential	Desirable
Qualifications & Education	▪ A Level	Educated to degree level
Knowledge, Skills & Training	• Ability to work collaboratively in the team, under pressure and to tight deadlines • Ability to exchange information verbally or in writing • Ability to follow instructions, gain basic knowledge about routines and apply this correctly • Good communication skills, excellent telephone manner • Strong interpersonal skills • Good business awareness and ability to communicate with a variety of people across different functions • Excellent planning, organising and time management skills	• Full understanding of courses and units • Professional customer service training • Understanding of how processes can be improved to better level of service provided • Professional training on MS Office Suite • Understanding quality assurance regulations in the Education sector

	• Exhibit professional standards of behaviour at all times • Proficiency in Outlook, Word, Excel and PowerPoint • Attention to detail and accuracy • Ability to resolve student queries confidently and efficiently • Identifies problems and test alternative solutions to achieve best outcome • Always strives to improve performance, meet goals and produce results • Understands students' needs and respond promptly and appropriately • Able to handle rejection	
Experience	• Previous experience in customer service • Dealt with difficult customers • Multi-tasking • Excellent skills in Excel • Producing reports on Excel or bespoke databases • Data entry in a demanding environment • Project management and supporting events and induction	• Working in a similar environment • Dealing with people from different cultures with language barriers in place

I confirm that I have read, understand and accept the Role Responsibilities as identified above; and acknowledge that this Job Description is subject to change in line with the Business Requirements in place from time to time….

Signature:	**Ana Albert**
Date:	**24/08/2023**