



JOB DESCRIPTION

Position: Student Services Team Leader

Responsible to: Student Services Manager

Salary: Business Support points 26 - 29

Main Purpose of Job:

- To ensure that students in a designated part of Coleg Cambria receive an efficient and effective support service
 - To act as a working team leader, ensuring that all student enquiries and needs are dealt with effectively and efficiently.
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Principal Accountabilities & Specific Duties:

1.	To coordinate the activities of the Student Services team for which he/she is responsible, including team attendance rotas.
2.	To conduct 1 to 1s and annual appraisals for the team
3.	To manage Student Finance for the designated area
4.	To manage Advice and Guidance for the designated area, and to obtain regular updates in relation to all courses and ensure the team are providing correct information to customers efficiently.
5.	To hold and lead team meetings
6.	To manage and ensure the quality of DBS applications within the designated area
7.	To manage and ensure the quality of UCAS applications within the designated area
8.	To manage and undertake the Interviewing process for students
9.	To oversee all welfare provision for the designated area including Looked After Children and Young Carers and to represent the College at appropriate sub groups
10.	To take the lead for the designated area in activities such as Healthy College events, diversity days, etc
11.	To manage school liaisons for the designated area
12.	To deputise as Safeguarding Officer
13.	To oversee and ensure the quality of the C Card scheme for the designated area
14.	To carry out Induction duties for new students in the designated area
15.	To carry out duties of Student Services Advisor within the team, as appropriate
16.	To report to and provide regular reports on team activities to the Student Services Manager

Key Relationships:

The post holder will need to form effective and co-operative working relationships with:

1. Student Services Manager
2. College managers and their teams
3. Campus Management Team(s) within designated area
4. Learners, and their parents, carers or employers
5. External agencies as necessary

The post holder will be expected to be proactive in his/her own Continuous Professional Development (CPD), and to demonstrate a flexible approach as set out in the terms and conditions of service for Business Support grade staff.

Coleg Cambria Further Education Corporation conditions of service for business support grade staff will apply.

Note: This Job Description is accurate as at the date shown below. In consultation with the post holder it may be varied to reflect changes in the job.

Signed:

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POSTHOLDER

Date:

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Signed:

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HUMAN RESOURCES MANAGER

Date:

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PERSON SPECIFICATION FOR POST OF: Student Services Team Leader

Code: WA = Written Application GD = Group Discussion WE = Written Exercise
 I = Interview(s) P = Presentation T = Tests

Criterion	Importance		Will Be Assessed by Reference To:					
	Essential	Desirable	WA*	I*	GD*	P*	WE*	T*
Qualifications:								
Good standard of education (GCSE Grade C and above in English and Maths)	✓		✓					
NVQ Level 4 Advice and Guidance or willing to work towards	✓		✓					
Counselling qualification or equivalent advice/support certificate		✓	✓					
Experience								
Several years' experience in a busy office environment	✓		✓	✓				
Experience of providing advice and guidance within an organisation	✓		✓	✓				
Experience of dealing with difficult people and stressful/sensitive situations	✓		✓	✓				
Several years' experience of dealing with student or young people's welfare issues		✓	✓	✓				
Knowledge & Skills								
A good working knowledge of Microsoft Office, able to use MS Word MS Excel and outlook to an intermediate level	✓		✓					✓
Knowledge of student support issues		✓	✓	✓				
Knowledge of entitlements available through Government and charitable agencies		✓	✓	✓				
Excellent organisational and time management skills	✓		✓					
Competent in verbal and numerical computation	✓							✓
Personal Competencies								
Personal resilience to cope with a range of difficult situations	✓			✓				✓
Able to coordinate and motivate a team	✓			✓		✓		
Pro-active and self-motivated	✓			✓				
Able to meet deadlines	✓			✓				
Hold a full UK Driving licence	✓							
Able to deal with sensitive issues confidently	✓			✓				
Able to work under pressure	✓			✓				
Takes personal responsibility for delivering quality work	✓			✓				
Able to communicate through the medium of Welsh		✓	✓	✓				
Demonstrates an empathy with the Welsh culture	✓		✓	✓				
Demonstrates a commitment to Equality and Diversity	✓		✓	✓				