Job description – Student Consultation Co-ordinator

About the role

- Provide support to deliver the PVC (Students) business plan objectives.
- Act as key point of liaison for internal and external stakeholders, managing day-to-day activities.
- Assess situations as they arise and analyse information, offering solutions or recognising when to refer issues.
- Support managers in the delivery of specified goals.
- Manage and maintain processes and procedures, delivering a high quality, responsive service.
- Responsible as the primary point of contact for activity-related reporting and queries.

Key responsibilities

- Provide support for the delivery of the PVC (Students) business plan, tracking progress of relevant objectives as required.
- Provide and manage successful delivery of small projects and day to day operations.
- Participate with and support the work of specified Task and Finish groups as required.
- Contribute to regular reports as required and ensure that activity reports are submitted in accordance with agreed timescales. Progress follow up action as agreed.
- Organise and support meetings for agreed activities.
- Support the maintenance of documentation, procedures and records for specified activities.
- Maintain and monitor budgets for specified activities.
- Input to progress reporting for specified activities.
- Act as point of contact, providing high level of customer service to both internal and external stakeholders.
- Analyse queries as they arise offering solutions where applicable and recognising when to refer.
- Contribute to the ongoing development and enhancement of activities.
- Support, co-ordinate and draft communications for a range of stakeholders using appropriate channels.
- Update, develop and maintain web pages and their content as required.
- Development and training of staff and stakeholders as required.
- Plan and support the delivery of meetings, seminars, workshops, staff-development and ad-hoc events.
Understand the strategic aims and priorities of the Office of the Pro-Vice-Chancellor (Students).

Keep up to date with best practice and abreast of internal and external changes.

Other relevant responsibilities/duties as required by the Senior Manager, Office of the Pro-Vice-Chancellor (Students).

**Skills and experience**

**Essential**

- Educated to A level standard or possess relevant previous experience.
- Experience of working with internal and external clients.
- Effective IT skills including Word and Excel.
- Excellent oral and written communication skills. Able to interpret and convey information in a clear and accurate manner.
- Able to work effectively with colleagues and develop good working relationships with and participate in external and internal stakeholder networks.
- Experience of customer/student service engagement.
- Good interpersonal skills, with experience of building good relationships and ability to influence.
- Ability to provide prompt and accurate response to requests; knowing when to refer.
- Able to use initiative and creativity to resolve problems.
- Proven ability to organise own workload to ensure that objectives and deadlines are met.
- Produce accurate work of a high standard, completing tasks as specified, and able to quickly understand and take on new duties as required.
- Able to identify and resolve problems in a timely manner - proficient in putting forward advice to contribute to solutions, knowing at what stage to refer.
- Ability to analyse, interpret and convey information effectively.
- Proven commitment to on-going professional development.
- Commitment to equal opportunities policies and practices.

**Desirable**

- Higher Education/project management qualification.
- Work experience that demonstrates transferable skills in an administrative/managerial role.
- A good working knowledge of SharePoint.
- Experience of working in a changing environment.
- Experience of training other staff.