

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	Student Operations Officer
Reports to:	Head of Student Services
Location:	London Rosebery Avenue
Department:	Student Services

2. ABOUT THE ROLE

What you'll be doing?	To work within the Student Services Department, being responsible for all aspects of the face to face, written and telephone interaction with the students. Provide administrative support to the students and internal departments.
Key Responsibilities	<ul style="list-style-type: none"> ○ act as the first point of contact for all registered students on campus who require information and support from the student services department ○ deliver a first class and focused front line service attending to all face to face, written and telephone enquiries ○ provide professional, effective and efficient support to our students and make referrals where necessary ○ ensure the students have a high quality experience of the university with a focus on customer service ○ assist with all aspects of student administration (to include student letter requests, student record management) ○ provide internal departments with a good and effective service ○ respond to incoming telephone calls, letters, emails in a timely and professional manner <p>assist with the enrolment and induction of students where required</p>
KPIs & SLAs	<ul style="list-style-type: none"> ○ Customer service ○ Accurate and professional level of administrative support ○ Communication skills ○ Positive student feedback <p>To deliver to agreed timescales</p> <p>Team Performance –</p> <ul style="list-style-type: none"> - Supporting colleagues and working as part of a

	<p>team</p> <p>NPI score</p>
Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> ○ To collaborate with all staff within QA Higher Education ○ Build and maintain good working relationships with all internal colleagues i.e. Registry, Front Desk <p>External</p> <ul style="list-style-type: none"> ○ Communicate in a friendly and professional way with all students and prospective students ○ Communicate professionally with all visitors <p>Build strong relations with external representatives</p>

3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> ○ Excellent communication skills ○ Good organisational, problem-solving and planning skills ○ Excellent literacy and numerical skills ○ Team player ○ Flexible and adaptable to change <p>Well organised and methodical</p>
Your Experience	<ul style="list-style-type: none"> ○ Excellent customer service with evidence of training ○ Experience within a student supporting role within the education sector ○ Reception and external telephone experience preferred ○ Experience of multi-tasking and delivery to agreed timescale <p>Experience of working in a highly administrative environment</p>
Your Knowledge	<ul style="list-style-type: none"> ○ Microsoft Office ○ Business / educational environment
Your Qualifications	<p>Degree desirable</p>
What you'll bring to QA	<ul style="list-style-type: none"> ○ Trustworthy and Honest ○ Must be able to make good timely decisions and be accountable for them. ○ Must have exceptional interpersonal skills and a high level of emotional intelligence <p>The ability to operate well within a team environment.</p>

4. ABOUT QA

About us

We shape the next generation of technologists, leaders and innovators.

By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.

Why we do learning

For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.

A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.

Driving this revolution? People.

And this is where we come in.

People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.

People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.

We promise to be

Bold

- Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.
- We contribute (insightfully) to the debate inside and outside QA.
- We move. Quickly. We respond to your needs – fast.

Collaborative

- We spend time getting to know you – our learners and our customers – to earn your trust.
- We connect a solution to your problem – we have tonnes of different services to help you.
- We’re the positive person who actively gets stuck in to solving problems.

Progressive

- We embrace change – and support it.
- We challenge ourselves to use the latest technologies and methods – no matter how out there.
- We’re curious – about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme
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