



Student Services Adviser

JOB DESCRIPTION

Job Title: Student Services Adviser

Location: Cambridge CB22 3HJ

Salary Range: £22,000-£24,000 per annum

Job Type: Permanent Full-time

Hybrid (a mix of working from home and office)

Start date: July 2023

Overview

The National Extension College (NEC) is an educational charity based on the outskirts of Cambridge, which is part of the Open School Trust. NEC has provided tutor-supported home study courses directly to learners for over 50 years, and also publishes learning resources for colleges and training providers and delivers blended learning programmes for public and private sector organisations. Our mission is simple: NEC seeks to widen learning opportunities for learners who want flexible delivery of excellent and innovative courses and our staff are inspired and motivated by this mission.

Role Summary

To ensure that distance learning students, sponsors and remote tutors have a key contact at the NEC to resolve course and assessment related queries, and to carry out tasks and processes supporting course administration.

The postholder will be part of a small team of Student and Tutor Support advisers. The team is responsible for providing support to enrolled distance learning students, tutors and sponsors across a range of courses and services.

The postholder will

- be expected to take on responsibility for one or more key areas of course, service or tutor administration;
- will be expected to liaise with external contacts including sponsors and awarding body personnel;
- will be flexible in their approach to provide support and back-up for team colleagues' areas of responsibility.

Job Responsibilities:

- Be the first point of contact for on-course students and sponsors and NEC's remote tutors, helping to resolve administrative course or service related queries and other support queries by email and telephone.
- Fulfil a range of daily / monthly / annual administrative tasks to ensure high standards of customer care are maintained.
- Fulfil a number of key administrative tasks for specific course, service or tutor related areas

- Use internal systems to investigate and log all queries
- Provide back-up for other team members.

Experience and Skills

Essential

- A minimum of two years experience in a customer service and / or administrative role with an understanding of the importance of delivering high quality customer care
- Excellent IT skills
- Proactive and positive approach
- Confident to liaise at all levels and develop good working relationships
- Excellent organisation skills and attention to detail
- Strong communication and written skills
- Good time management and prioritising skills

Desirable

- Knowledge of education from A level upwards
- Analytical skills, able to present data

Person specification

A proactive and focused individual with drive and enthusiasm with a willingness to go above and beyond for NEC and its students.

Benefits

23 days annual holiday plus bank holidays (with additional 4 days during Xmas shutdown); healthcare; pension; group life scheme; employee discount on NEC courses and other training and development opportunities.

Working arrangements

Hybrid (mix of home and office based)

Salary: £22,000 to £24,000 per annum (depending on experience)

Closing date: Rolling

Application

To apply, please email helen.smith@nec.ac.uk a CV together with a cover letter setting out:

- What appeals to you about the role?
- The fundamental skills and experience you would be able to bring to the role?
- Current salary?
- Notice period (if relevant)?
- If you live outside Cambridge, would working from the office at least 1 day per week be difficult for you?