

# CAMPUS LIFE OFFICER



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Department:	Student Life
Grade:	6
Reports to:	Campus Life Manager
Responsible for:	No Direct Reports

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## Job Summary and Purpose:

The Campus Life Officer is part of the Campus Life team within the relevant Campus School. The Campus Life Team serves to provide a comprehensive and effective service across the student journey, enabling students to realise their potential.

The post holder delivers high quality information, advice and guidance to students on a range of subjects related to student life. The post holder's remit will be broad and will include programme and module administration; managing student records and enrolment; student status changes for on-campus and partner students, timetabling and graduation; supporting student progression and retention strategies through the monitoring of engagement and attendance, intervening where necessary to get a student back on track; hardship funding and student advice and student community activities; operating the reception area to be the first point of contact for visitors. There will be an opportunity to lead on different areas of the portfolio in collaboration with the wider team and Campus Life Manager.

The Campus Life Officer will work collaboratively with the Campus School academic team.

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## 1 KEY RESPONSIBILITIES

- Support the Campus Life Assistants to provide a professional, specialist and confidential information, advice and guidance (IAG) service to students and colleagues on a range of subjects that may affect a student during their time at UCA. This includes but is not limited to academic status within our academic regulatory framework, pastoral, health, housing, wellbeing, engagement and attendance, and finance-related matters.
  - To deliver on student record maintenance including enrolment status, fee and debtor status, progression and award, sponsor relationships and compliance with internal and external demands in respect of on-campus and partner students.
  - Support the Campus Life Assistants in delivering accurate student administration functions such as record keeping, meeting SLC and UKVI regulatory requirements, providing front line enquiries and advice, working as a team to provide in the moment support to students wherever possible and escalating to specialist services or the Campus Life Manager when
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required.

- Advise students of their eligibility on a range of subjects related to financial wellbeing, such as financial support, discretionary support funds, bursaries, money management, debt counselling, welfare benefits, tax credits, fee status, and Universal credit.
- Advise students on UCA's policies, procedures and processes, and the general navigation of student life, demonstrating an awareness of their individual circumstances and providing professional and timely support in such areas as assessment, progression, complaints and appeals, timetabling and signposting to specialist services.
- Working closely with Campus Life team, assess and disburse hardship funds and emergency loans according to UCA's procedures, ensuring that the information is accurate and that recipients receive their agreed funding in a timely manner.
- Operate the University's Engagement & Attendance Policy in support of student progression and retention strategies.
- In collaboration with academic staff, develop and maintain module and programme timetables within policy guidelines, escalating issues to the Timetabling Manager as relevant.
- Maintain high quality case records and session notes through use of UCA's case management system, ensuring that recording processes are in line with service procedures and expectations and compliant with General Data Protection Regulations.
- Oversee the reception area so that the Campus Life team act as first point of contact for visitors to the University.
- Be a proactive member of the Campus Life team, meeting regularly to share best practice, participate in case discussions and to contribute to the development of policies, processes and materials related to the area of student advice, ensuring a culture of continuous improvement.
- Collaborate with members of the Campus Life team and colleagues across UCA to ensure seamless models of support and to deliver shared projects such as workshops, conferences, induction for new students, or university wide staff development opportunities, ensuring that the experience of our students remain a university wide priority. This includes participating in a programme of student advice and wellbeing events that support our commitment to developing student communities.

## **2 RESPONSIBILITIES OF ALL STAFF**

- To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
  - Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
  - Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
  - To promote equality, diversity and inclusion in your performance of your duties.
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- To actively participate in learning and development to meet the requirements of your role and the University.

### 3 SELECTION MATRIX

Representative Knowledge, Skills and Experience – Grade 6		Essential	Desirable	Used to shortlist
1	Academic or vocational qualifications (NVQ Level 3 / 4 or equivalent)	x		
2	Approximately one year's work experience in a relevant role, or further equivalent experience	x		
3	Ability to communicate clearly orally and in writing, and to deliver a high standard of customer service	x		
4	A high standard of numeracy and literacy, and the ability to assess data and information	x		
5	Ability to identify and resolve straightforward problems and problem-solve more complex problems, knowing when to escalate when necessary.	x		
6	Ability to apply relevant policies and procedures, as they affect the role	x		
7	Familiarity with work priorities and those of others demonstrating ability to both delegate effectively and deliver on shared responsibilities.	x		
8	Ability to apply and advice on a wide range of relevant policies and procedures, as they affect the role	x		
9	Experience of using systems or databases to record accurate information.	x		
<b>Role Specific Knowledge, Skills and Experience</b>				
10	Experience (employment or voluntary) of supporting learners to access support and guidance	x		
11	Experience (employment or voluntary) in an environment reliant on multiple data management systems which inform support and advice to clients	x		

## Personal Attributes and Behaviours

12	A commitment to being an active contributor to a high performing team	x
13	A commitment to continuous improvement by timely completion of mandatory staff training and optional development opportunities as relate to this role.	x
14	Understanding of what is required to provide effective, consistent and professional support to UCA students	x

Does the role require a DBS? NO