

Student Recruitment & Support Adviser

About the Role

We are looking for talented new members to join our Student Recruitment & Support Adviser team. This role will be to provide student-centred information by phone, email, and webchat, so that we can continue to provide an exceptional and responsive service to our students and enquirers. We are hugely passionate about what we do and are looking for likeminded individuals, with dynamism and energy, who genuinely care about our students and their journey with us, and who can work in a fast-paced environment which is focussed on continuous improvement.

Key Responsibilities

- Be the first point of contact for students and enquirers, to provide information regarding registration, funding and study support at The Open University. To deal with both proactive and reactive contact through different channels, primarily inbound and outbound phone calls, and emails/webform, and webchat within agreed service levels. Where necessary, refer on to other staff with specialist expertise, as part of our Information, Advice and Guidance (IAG) model, making interactions with The Open University as straightforward as possible.
- To undertake administrative and operational processes to support student and enquirer requests. This includes registering students with a variety of payment methods and processing data related to student fees and funding. We also support a range of disability-related activity and schemes for different groups of students.
- To work to a structured rota, which can be subject to on-the-day changes. The rota schedules the working day to ensure that all activity is dealt with promptly and ensures effective management of our workload.

- Use university systems and databases to maintain student and enquirer records, including study records and personal details whilst following agreed operating procedures.
- A commitment to continuous improvement, developing your own skills and knowledge to maintain and improve personal performance. To assist proactively in the development and improvement of internal and inter team working.

Skills and Experience

Essential:

- National 5 in Maths and English at Grade C or above, or equivalent.
- Recent experience of working in a customer facing environment.
- Good communication skills, both oral and written.
- Good organisational skills, including the ability to cope with heavy workloads in an often-high pressure environment, while still meeting deadlines, working productively and accurately.
- Flexibility, including adaptability to changing circumstances, duties, workloads, practices, and systems.
- Commitment to excellent customer service and ongoing personal development to deliver this service.
- Strong IT skills, including use of standard Microsoft Office packages.
- An understanding of team working and the ability to work as part of a team.
- Experience of answering and actioning diverse queries, using a wide range of information sources.
- To follow documented information and procedures, using initiative in problem-solving, whilst recognising boundaries.
- An understanding of and commitment to Equality, Diversity and Inclusion.

Desirable:

- Relevant Vocational Qualification to Level 2 or above.
- Recent experience of working within a Higher Education environment.
- Experience of working to personal, team and organisational targets.

- Experience of working in a multi-channel environment and coping with high volume telephone calls (inbound and outbound), emails and webchat.
- Ability to use customer relationship management system.

The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential. We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength. We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks.

