

## **Job Description**

**Position:** Student Liaison Officer

**Faculty/Service/Centre:** Student Services

**Grade:** Grade 5

**Status:** Permanent

**Hours:** Full-Time – 36.25 hours per week (8.45am to 5.00pm – Monday to Friday)

This will be the normal working pattern, but work outside these times will be required for which time off in lieu will be given

**Responsible to:** Head of Student Services

### **Main Function of the Post:**

- To deliver timely and accurate information, advice and guidance to students on a wide range of student support issues
- To deliver basic study skills sessions to students in collaboration with the relevant Programme Leader
- To organise the University of Bolton's Student Peer-Mentoring Programme

### **Principal Duties and Responsibilities:**

For Information, Advice and Guidance.

1. Work as part of the Student Advisory Team in delivering a coordinated advice service to students.
2. See students on a one-to-one appointment basis and respond promptly to telephone, email and written queries.
3. Work with a designated Faculty to support the integration and retention of students through holding drop-in sessions, by attending appropriate University and Faculty meetings and committees, and advising students on how to resolve problems they encounter.
4. To be fully conversant with what support is available to students and with the policies and procedures relating to student progression.
5. To support Programme/Course Leaders in investigating students whose attendance is poor.
6. To work with individual student who are identified as at risk of failure in order to identify and direct them to the appropriate source of assistance.
7. To act as Bullying and Harassment Advisor.

8. To Support the Immigration and Welfare Officers in carrying out their reporting responsibilities to the United Kingdom Border Agency (UKBA) e.g. by investigating incidents of non-attendance or possible visa contravention.
9. Prepare reports and statistics at the direction of the Head of Student Services.
10. To provide cover for other members of the Student Advisory Team.

#### For Study Skills

11. Deliver first line support to help students develop their study skills (e.g. essay and report writing, exam and revision techniques, time management and presentation skills)

#### For Mentoring

12. Organise the University of Bolton's Student Peer-Mentoring Scheme by recruiting and training mentors and recruiting mentees.

#### Other

13. Participate in enrolment, open days, graduation, induction and Student Services events.
14. Under the guidance of the Head of Students Services, and in collaboration with colleagues, design and implement student support activities which will encourage student satisfaction and retention.
15. Undertake administrative functions in support of this role.
16. To carry out other duties as required commensurate with the scale of the post at the direction of the Customer Services Manager or Head of Student Services.