

Student Success Tutor (LTU) - Birmingham

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Company: GBS Global Applied Knowledge

Location: Birmingham

Category: other-general

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Student Success Tutor are pivotal in GBS' ability to maintain high levels of student retention and satisfaction. Problem solving and pre-emptive action are the heart of the Student Success Tutor role.

You will be a nominated adviser for a defined group of students and the first port of call for all questions they may have. As a Student Success Tutor, you will be the main interface between the student and GBS services. You will be responsible for knowing and remaining in contact with the students assigned to you with the aim of helping, supporting and advising them across a wide range of areas and services offered by GBS. You will offer first line help with academic and IT questions, directing students through key tasks and classroom requirements throughout the academic year. You will help students manage circumstances surrounding assignment submission and provide guidance on mitigating circumstances and other relevant academic processes. You will facilitate students in accessing academic support, career guidance services and a wide range of other services to support students. For students with personal learning plans, you will aid the Student Welfare team in ensuring student needs are communicated with faculty. You will also play a key role in alerting GBS to students who are showing signs of disengagement, referring students to our specialist retention team.

Main Responsibilities

To maintain a comprehensive and contemporary knowledge of all the support services

available at GBS and our partner organisations

To guide students in accessing our support services and those of our partner organisations.

To triage student problems, offering immediate support to resolve issues or referring on as appropriate.

To understand mitigating circumstances, deferral procedures and other academic regulations in order to be able to advise students accordingly.

To provide basic academic support to students, both inside and outside of the classroom.

To refer students to the support service appropriate for their needs, whether it is academic, welfare or career oriented.

To help students navigate learning resources, both library and e-library resourcing.

To provide basic IT support, inside and outside the classroom.

To signpost students to appropriate IT helpdesks.

To identify and report common academic and IT related issues that might benefit from a pre-emptive solution.

To monitor student attendance on a session by session basis.

To ensure that all students who are missing one week of study are contacted, by either an SSA or an academic, and attempts made to re-engage those students.

To maintain accurate records of student contact.

To refer all students missing two weeks or more, or with less than 50% attendance, to the Retention Team.

To work with academic colleagues to contact all students who have not submitted summative assessments and refer to the retention team as appropriate.

To assist with ensuring communication with students is both timely and effective, employing a range of digital and in person methods.

To assist with the administration of surveys and the collection of results for analysis by the Planning, Information and Delivery department.

To assist Registry with induction/enrolment processes as required.

Requirements

Bachelor's degree and typically 5 years of administrative experience in a busy environment, ideally in Higher Education.

A strongly developed sense of service delivery and customer/student focused approach.

Strong interpersonal skills – active listening, excellent written and verbal communication.

Strong administrative skills with proficiency in MS Office applications such as Excel, Word, Outlook Mail.

Good attention to detail.

Ability to work well as part of a team.

Ability to work under pressure and to deadlines.

The post holder must be flexible, approachable and helpful with a strong customer service ethic.

The post holder will use initiative and judgement to resolve matters.

Ability to handle sensitive and personal information with tact and confidentiality.

Ability to maintain working relationships and appropriate boundaries, typically required when referring students to appropriate support

OTHER INFORMATION

The candidate will also be expected to demonstrate their commitment:

to GBS values and regulations, including equal opportunities policy.

the GBS's Social, Economic and Environmental responsibilities and minimise environmental impact in the performance of the role and actively contribute to the delivery of GBS's Environmental Policy.

to their Health and Safety responsibilities to ensure their contribution to a safe and secure working environment for staff, students, and other visitors to the campus.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned.

Other Information

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