

Job Title: Part-time Student Support Officer
Working Hours: Mon to Fri, 10am-3pm, September to Mid-July
Location: Futureworks, Manchester
Responsible To: General Manager
Salary: £10,500 p.a.
Application Deadline: Friday 13th August 2010
Start Date: Monday 6th September

Company Info

Futureworks Media School provides education and training in sound, music, film, TV, games, design & 3D modelling. Our courses range from 2 days to 3 years, and include undergraduate degrees, post-graduate courses and professional training for individuals and organisations.

Role

To provide students with advice, guidance and administrative support in an efficient and effective manner on all matters relating to individual students needs and personal development. As the first point of contact for students excellent customer service skills are very important and previous experience of providing personal support in an academic environment is extremely desirable.

Key Responsibilities

- Providing students with advice, guidance and administrative support
- Liaising with students, tutors and heads of departments to create Personal Development Plans (PDPs) to provide a comprehensive level of academic support
- Providing assistance to students with specific needs such as learning support or disabilities
- Advising students with non-academic issues such as student finance, housing etc

Essential

- Experience of delivering excellent customer service
- The ability to prioritise, meet deadlines and work under pressure with limited supervision
- Ability to be assertive and constructive when required
- Ability to build and manage relationships with students, colleagues and partner universities
- Educated to A-level standard or higher
- Excellent command of written and spoken English
- Good IT skills (Excel, Word, PowerPoint)
- Approachable, warm and friendly
- Willingness and flexibility to work on open days, induction evenings and similar events
- Eligibility to work in and travel freely to and from the UK

Desirable

- Educated to undergraduate degree level
- Experience of working in student admissions or student services
- Willingness to contribute towards and experience of training and developing other employees

Applications should be presented in the form of a CV and covering letter and addressed to the Administration Department quoting reference **SSO0810**. Applications may be sent via email to work@futureworks.co.uk or via post to: Futureworks, 87-89 Mosley Street, Manchester, M2 3LR