

JOB DESCRIPTION

Job Title:	Student Advisor
Campus:	Mauritius Branch Campus
Reporting to:	Associate Director Operations Head of Academic Registry for day-to-day activities

Overall Purpose:

The post holder will work as part of the Academic Registry team, providing general office support and guidance to students, in line with the Middlesex University strategy to enhance the student experience. The post holder will also provide organisational support to Associate Director Operations to enable effective delivery of programmes at the Campus.

The post holder will work in liaison with all central services on the Campus.

Principal Duties:

- To be first point of contact for all enquiries received at the Academic Registry, referring students to the appropriate persons within the University Campus
- To provide general administrative support in all matters relating to the efficient running of the Academic Registry.
- To assist with the monitoring of student attendance in liaison with Module Coordinators.
- To keep records of coursework submission deadlines, marking deadlines and during assessment periods, assist with implementation of assessment procedures in accordance with Middlesex University guidelines and in liaison with the Head of Academic Registry.
- To provide student status letters when requested, in line with current Middlesex University guidelines.
- To organize SMS messages to be sent to students & staff in liaison with the Head of Academic Registry.
- To gather and coordinate all staff teaching allocation and produce the academic timetable for all programmes.

- To keep a schedule of all student feedback and student related quality procedures, ensuring that all relevant academic staff are informed and prepared.
- To follow up from assessment and progression boards, provide advice and support to students in liaison with the Deputy Director Academic and Programme Coordinators and Head of Academic Registry.
- To monitor and evaluate student withdrawals or interruption of studies seeking explanations from the student perspective and provide reports where required, to the management, highlighting prescribed interventions.
- Undertake the provision of advice and guidance to students in areas of programme planning and module registration, including helping students to understand University and programme regulations and ensuring students have a valid programme of study.
- To organize Programme Voice Groups, Campus Forum meetings, taking minutes as required.
- To assist in exam preparation.
- To maintain student records on University student records system (Banner 9)
- Other tasks that may be required by the Campus Director, Associate Director Operations or Head of Academic Registry, with reference to major events such as examination invigilation and graduation ceremonies, when all Professional Services staff are expected to participate.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties of this post and the role of the post holder may be changed after consultation.

PERSON SPECIFICATION

Job Title: Student Advisor

Campus: Middlesex University Mauritius Branch Campus

Selection Criteria:

Education/

Qualifications: Essential:

- Educated to degree level or equivalent work experience
- Previous experience, working in HE, in relevant field

Skills/Knowledge: Essential

- Enthusiasm and excellent interpersonal skills
- Sensitive to cultural nuances and the ability to be both assertive and diplomatic
- Solid understanding of the needs of all students
- Ability to deal with complex queries and work under pressure
- Ability to interact effectively and persuasively across the Campus
- Ability to organise and prioritise work demands to meet deadline
- Ability to work with minimum of supervision and to work proactively
- Strong multitasking skills
- Excellent organisational and problem-solving skills
- Good communication skills, both orally and in writing
- Good level of computer literacy.