



The Governance  
Institute

## **Job description and person specification**

**Job Title:** Student Services Officer

**Contract:** Permanent

**Salary:** £24,000 per annum

**Hours:** Full time – 35 hours per week

**Location:** Farringdon, London EC1N

**Department:** Examinations

**Reports to:** Examinations Manager

### **About ICSA**

ICSA: The Governance Institute is the professional body for governance. We champion good governance practices, and provide qualifications, training and resources to members and governance professionals worldwide.

### **Purpose of job**

The Student Services Officer provides high quality, pro-active advice to current and potential students by phone, e-mail and occasionally in person, in order to support the student learning & examination life-cycle. You will respond to a range of enquiries from the UK and around the world, dealing with queries in a helpful and professional manner and acting as an ambassador for ICSA and its values. You will use the ICSA database systems to keep accurate records of all dealings with students and you will be aware of the need to manage personal information accurately and in line with ICSA's policies on data protection.

## **Main responsibilities/accountabilities**

### **Customer services**

- Support and advise students at all stages of the learning & examination process, including advising on regulations, procedures & services available both pre and post examination.
- Provide a courteous and efficient information and advice service, ensuring that enquiries are answered accurately and in a timely manner, and deliver a high level of customer care in person, in writing and by telephone as appropriate.
- Take payments for student transactions by credit card and cheques, recording information accurately.
- Process all payments for exam centre and invigilators, general suppliers and examining teams in a timely manner.
- Make pro-active contact with students where necessary to resolve issues and queries and ensure deadlines are met.
- Liaise with employers, overseas organisations and other external stakeholders for provision of examination services.
- Develop an understanding of ICSA's wider product and service offering to ensure that the best student experience is achieved.

### **Administration**

- Undertake all admin duties to support central co-ordination of qualifications, examination and learning support services, including: dealing with enquiries for exam adjustments and special centres; despatching scripts for marking, arranging couriers and liaising with marking teams; assisting assessment colleagues in preparation for marking standardisation meetings.
- Undertake all admin duties in relation to study requests, exam entry, exam centre arrangements, study support, exam results and post-exam enquiries.
- Ensure co-ordination of results from examining teams, checking and release, and arrange and despatch qualification certificates and transcript/history letters to students as requested.

### **CRM and ICSA data management**

- Keep detailed and accurate records relating to exam entries, sittings and results, and record the outcomes of all pre- and post-exam queries on the appropriate systems.
- Work with suppliers and stakeholders to ensure maximum effectiveness of electronic systems used, including systems for membership, learning management/support and others.
- Work with colleagues to identify points of weakness in existing systems and processes, and advise on opportunities to implement operational change and sustainable improvements.
- Understand ICSA's privacy policy and the role of Student Services in ensuring the security of the student data held.

This job description reflects the current requirements of the post. As duties and responsibilities may change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities may vary from the particulars of this job description.

### Person specification

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the governance, compliance and risk roles would be beneficial;</li> <li>• Knowledge and understanding of how a membership and qualifying body operates;</li> <li>• Good working knowledge of using MS Office to a competent level within an office environment, especially MS Word, Excel, CRM systems and Outlook;</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer service or examinations environment is essential;</li> <li>• Administrative experience within an educational or professional body is desirable;</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent, customer service skills, including telephone, e-mail and verbal communication skills;</li> <li>• Ability to build new customer relationships and maintain existing customer relationships;</li> <li>• Excellent organisational, planning, prioritisation and time management skills;</li> <li>• Excellent attention to detail and ability to carry out administrative tasks accurately and to a high standard;</li> <li>• Ability to work well independently and within a team;</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Act in accordance with ICSA values of openness; integrity; and authority</li> <li>• Demonstrate resilience</li> <li>• Demonstrate flexibility and open mindedness</li> <li>• Give feedback and support</li> </ul>

### Instructions to apply

Applications should be in the form of a full CV and supporting letter outlining how your skills and experience meet the person specification for the post. Please submit your applications by e-mail to [jobs@icsa.org.uk](mailto:jobs@icsa.org.uk) .

Closing Date: 22 April 2019 at midnight