

JOB DESCRIPTION

Job Title:	Student and Campus Enquiries Leader
Ref no:	ESE12
Campus:	Hendon
School/Service:	Directorate of Student Life
Grade:	Grade 6
Starting Salary:	£37,357 per annum inclusive of Outer London Weighting, rising to £42,653 incrementally each year
Hours:	35.5 hours per week, actual daily hours by arrangement
Period:	Permanent
Reporting to:	Student Information Manager
Reporting to Job Holder:	Student and Campus Enquiries Coordinators

Overall Purpose:

As a Student and Campus Enquiries Leader, you will oversee a team of Student and Campus Enquiries Coordinators, ensuring the delivery of excellent customer service, enquiry resolution and support to students across face-to-face and virtual channels.

You will lead by example, providing motivation, guidance and support to your team, and ensuring that all student enquiries and requests are managed efficiently and effectively.

You will lead ways of operating that allow the service to manage high volume of enquiries and requests with a range of complexity and be responsible for the day to day operations of the team including allocating work, ensuring appropriate coverage across all student facing channels, and acting as a point of escalation for more complex enquiries.

You will use data to identify patterns in enquiry volume and type and work with colleagues across the university to improve enquiry resolution and self-serve capabilities.

You will work in a collaborative, student-centred way to unpick and resolve complex and multi-issue challenges, ensuring students are informed and empowered to make the right decisions for them.

Principal Duties:

1. Team Leadership & Operational Oversight

- Supervise and support a team of Student and Campus Enquiries Coordinators.
- Ensure all team members have an appropriate daily workload and division of duties and ensure student enquiries are triaged, resolved, or escalated effectively.
- Foster a collaborative and student-centred team environment.
- Coordinate team schedules and ensure adequate coverage during peak times.
- Coordinate annual leave requests, sickness absence, and any other staff needs to maintain business continuity and smooth service delivery.

2. Case Management & Escalations

- Act as the primary escalation point for more complex student enquiries, coordinating with internal stakeholders to ensure timely resolution and clear communication with students.

3. Data-Driven Service Improvement

- Monitor and analyse enquiry trends, student feedback, and system data to identify areas for service improvement. Work with the Student Information Manager and senior colleagues to recommend and implement data-driven process enhancements and technology solutions.
- Ensure all student interactions, documentation, and administrative processes comply with university policies and regulations. Regularly assess processes for opportunities to streamline, automate, and improve overall service efficiency.

4. Training, Development & Knowledge Management

- Provide ongoing training and development opportunities for the team, ensuring all student navigators are up-to-date with university policies, systems, and procedures. Facilitate team meetings, knowledge-sharing, and continuous improvement initiatives.

5. Collaboration & Service Development

- Collaborate with colleagues to strengthen referral pathways and enhance the student experience. Contribute to strategic initiatives aimed at improving student support services.
- Promote the service and contribute to the development of strategies that enhance the student experience.
- Propose improvements or amendments to regulations, policies, and processes based on the experiences of and interactions with the students.
- To contribute to pan-university events including welcome, induction and graduation.
- To undertake any other activity as appropriate and as requested by the Education and Student Experience leadership.

PERSON SPECIFICATION

Job Title: Student and Campus Enquiries Leader

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Education, Knowledge, Experience and Skills

Essential:

- Extensive experience of working in a fast-paced, high-volume customer service role
- Demonstratable experience of motivating others to achieve a shared goal
- Experience of working collaboratively as a team
- Ability to plan, prioritise and organize your own workload and the work and direct the work of others, ensuring effective use of resources
- Advanced knowledge and confidence with a range of IT applications including MS Office, and a willingness to develop further knowledge and skills in the use of technology
- Ability to communicate confidently and collaboratively with a wide range of stakeholders, including direct reports, on a variety of topics
- Ability to streamline processes, and find innovative ways to ensure efficiency and consistently excellent customer service
- Excellent organisational skills and ability to work autonomously
- Experience of prioritising and operating to tight deadlines whilst under pressure
- Ability to work with people in distress and remain calm and compassionate
- Commitment to own and others' continuing professional development and continuous improvement
- Ability to understand and analyse data sets
- Understanding of Higher Education context and the challenges students may face during their studies

Desirable:

- Experience of line management
- Customer service qualification
- Experience of working in Higher Education
- Experience of cross-departmental working on a shared goal

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

Parking at Hendon campus

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. Further details are available on the Travel and transport page on the staff intranet. *Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

Information for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

Public Transport

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>.

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Charlie Shilingis, Student Information Manager, via email at C.Edge@mdx.ac.uk