

JOB DESCRIPTION

JOB TITLE: STUDENT INFORMATION ADVISOR

LINE MANAGED BY: STUDENT INFORMATION MANAGER

JOB PURPOSE & OBJECTIVES

Work collaboratively across departments to provide innovative, effective, and student-centred services. Ensure the accuracy, relevance, and efficiency of student records, admissions, and guidance processes while maintaining compliance with institutional policies and external regulatory requirements.

KEY TASK SUMMARY

- Provide guidance, support, and advice to prospective and enrolled students, ensuring a seamless and supportive applicant experience.
 - Maintain accurate up-to-date information within the Student Records System, facilitating external returns and operational processes.
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KEY TASKS

- Manage the advice desk and admissions process to create a supportive and effective applicant experience and to advise for students from domestic or international origins. Analyse applications and personal statements to ensure correct choice of course
- Handle enquiries, interviews and assessing applications using judgement and decision-making skills when processing offers for College Curriculum areas, and referrals in accordance with college policies, using appropriate software tools. Advise and guide the students onto the correct choice of course and any intake procedures e.g. interviews and offer processes
- Provide comprehensive course advice, pre-entry guidance and funding information to prospective and existing students. Refer to appropriate internal and external agencies such as SAAS and SDS as required.
- Interview initial enquirers to assess appropriate referral to other Student Services specialisms and other functional areas. Organise and facilitate student interviews in collaboration with Curriculum Managers, including preparing and updating interview and guide for applicant documents. Support online and paper-based enrolment processes, including preparing records and communications for students
- Ensure the accuracy and completeness of data in the Student Records System for awarding body and funding returns (e.g., Scottish Funding Councils, SQA/Connect, City and Guilds).

- Liaise with Curriculum and Quality Managers, Depute Head of Curriculum and staff to maintain up-to-date course information and assist with curriculum planning submissions.
- Run data-checking reports to verify accuracy for external returns, including credit match reports, address discrepancies with staff as necessary, advising on the results and outcome processing, group awards/units (including cross-check the relevancy of the group awards) and assist in the production of evidence for audits
- Generate and validate student fees, determining who is paying the fee – student – SAAS funded – Employer/Sponsor paying etc. Advising Curriculum Staff and Finance teams assisting in resolving queries.
- Maintain a customer-focused approach across all departmental services, ensuring students and staff receive accurate and timely information.
- Provide pre-entry guidance to students, ensuring they are informed about available courses and support services.
- Serve as an initial point of contact for enquiries, investigating and assessing before referring students to appropriate specialists or departments.
- Issue staff/student ID cards/photographs throughout the session.
- Extensive support for enquirers / applicants / enrolled students throughout their learner journey (application to graduation) within the college, including assistance with their initial online application for those that require additional support or those with physical disabilities, different languages and complex needs.
- Advise and collaborate with Curriculum and Quality Managers, Finance, and other departments to ensure systems and processes align with institutional goals and external requirements.
- Adhere to data protection, GDPR, and information security policies in all record-keeping and reporting activities.
- Participate in self-evaluation processes to identify opportunities for improvement and ensure compliance with audit requirements.
- Represent the College at promotional events and liaise with external agencies such as SAAS, SDS and SFC.
- Training new and temporary staff members on the processes and procedures of the department as and when required.
- Produce reports and statistical analyses to inform operational planning and decision-making.
- Comply with health and safety regulations and other College policies.
- Undertake other duties as required by the Student Information Manager or the Depute Head of Digital Transformation.

Corporate Statements and Values

Vision

To be Scotland's leading College: delivering excellence.

Mission

Preparing learners well for their future, in an outstanding learning environment and inclusive community.

Values and culture

We are:

- inclusive and diverse
- passionate about our roles and responsibilities
- continually improving
- high achieving
- reducing our environmental impact
- delivering community and social value
- committed to health, safety and wellbeing
- creative and innovative
- a listening organisation

This job description is not intended to detail all tasks undertaken, but simply highlight a number of major tasks of the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post.

This job may be amended in future to reflect the changing duties of the post.

Date Updated: May 2025