



# Christ the Redeemer College

L o n d o n

## **Student Support Officer** (Post Reference: CRC 004)

**Salary Scale: £23,400 – £24,000 per annum/Pro rata**

**Rector**  
**Dr Daniel Akhazemea**

## **Christ the Redeemer College**

Christ the Redeemer College (CRC) was founded in 1998 as Christ Redeemer Bible College originally located in the South-East of London and the purpose of the college was to train ministers for the Redeemed Christian Church of God. Over the years, the institution has grown into a multi-disciplinary Higher institution offering a broad range of undergraduate, taught postgraduate and research qualifications servicing a diverse student body. The Main Campus is now located at the College's own facilities at 23 The Village Way East, Rayners Lane. London. HA2 7LX

Our education foundations are built on Christian Ethos though with a global commitment of empowering all students from every background to be able to grow and excel in a conducive environment. Our student body is diverse, including many under-represented and disadvantaged groups such as mature students and students from low-participation neighborhoods.

CRC is committed to educating individuals to become church leaders, counsellors, health and social care professionals, qualified business leaders, community leaders etc. who can clearly understand and address the unique assets and needs of their communities. As communities are strengthened through strong leadership they become more engaged within their immediate communities and are able to drive sustainable change. CRC's programmes equip leaders to change lives, revitalize congregations, and transform business and communities. Although CRC's primary focus has been its work with pastors, theological students, and church leaders, over the years, its programmes have also expanded to educate individuals to engage in business studies, health and social care and community development.

## **MISSION AND VISION**

### **Mission Statement**

To provide high quality, high value education to advance the leadership, ministerial and professional aims of its students in a competitive and dynamic global environment.

### **Aims**

- To offer the most positive learning experience possible in a setting that encourages and fosters friendliness and positive social engagement.
- To provide an engaging learning environment that fosters community and at the same time allows for individuality among the diverse student body.
- Its approach to training is targeted towards preparing students to become leaders in their chosen fields of endeavors in business, employment or Christian ministry

### **CRC Vision**

- Provide an outstanding student experience, underpinned by high quality learning and teaching; and develop our strong sense of community.
- Harness the creativity, knowledge and commitment of our staff to promote our values and enhance our activities.
- Further strengthen our links to employers and enhance student employability and self-employment.
- Continue our investment in the college facilities to further enhance what is already an outstanding environment for learning and living.
- Develop infrastructure and processes towards becoming a Christian University

## **CRC's Core Values**

Our core values lie in our wholehearted commitment to our students, staff and stakeholders, and our constant efforts to improve in all we do. Our approach is inclusive; we celebrate diversity and will tirelessly strive to enhance the life opportunities that a good education provides for our students.

CRC aims to be both financially and environmentally sustainable, seeking always to reinvest our resources to enhance:

- the student experience;
- our research capacity;
- our engagement with the public, business and Christian community;
- our commitment to our local communities and
- our commitment to provide a learning environment underpinned by Christian ethos.

We will be decisive and focused in all we do, and plan with a realistic ambition founded on our strong progress to date and will:

- embrace challenges and seize opportunities
- expect and celebrate creativity and excellence
- act responsibly and with integrity
- show determination, resilience, ambition and adaptability
- work together to deliver our Vision

## **Strategic Aims**

Our strategic aims are gathered together under headings that reflect both our vision and values.

These are:

- To enhance teaching and learning and the student experience
- To Grow our research provisions
- To build a robust College community
- To collaborate with external partnerships
- To build robust sustainability.

## Job Description

<b>Job title: Student Support Officer</b>	
<b>Main purpose of job:</b>  Provide specialist advice to students referred by the front office desk and academic colleagues on various issues relating to College regulations, procedures and services. Respond promptly and courteously to colleague and student queries, providing accurate and efficient information and advice in person, in writing, by telephone, and to messages that come into the team's shared email inbox, shared drive or any other team platform. Manage student registration information on the VLE for the allocated programme, including timetabling advice to student. As part of the programme team, meet regularly with the programme Leaders to review student profiles and attendance, identify potential issues, provide advice on institutional processes and regulations and proactively act as required.	
<b>Department:</b> Academic Office   Registry	<b>Position reports to:</b> Academic Director
<b>Salary:</b> £23,400 - £24,000 / annum Pro rata.	<b>Location:</b> CRC Main Campus, 23Village Way East, Rayners Lane. HA2 7LX

### Main duties & Responsibilities

1. Timely Response to relevant emails, phone and in person enquiries.
2. Prompt attendance to Academic issues
3. Assisting students with IT | Technical issues
4. Tutorial guide – Resubmissions, Plagiarism, general support
5. Online connectivity issues (with live teaching)
6. Creating Cohorts
7. Student Induction support
8. Enrol students into correct modules on VLE and EBSCO library.
9. Dealing with individual Student Log-in
10. Module Evaluation Forms
11. Responding to Student Complaint
12. Board of Studies support (incl. liaising with Programme Student Reps)
13. Library support
14. Travel Discounts advice
15. Follow up students with attendance and academic issues
16. Assignment submission advice
17. Student finance advice
18. Assessment Board preparation and administration
19. Providing administrative support to the Programme Leader
20. Supporting the Student Information System database (Classter) and Virtual Learning Environment, and responding promptly to a variety of student queries.

**THE DEPARTMENT**

This is an exciting opportunity to be part of the core professional team within the CRC Academic Office. The post holder will provide high quality services for the various schools and deliver a range of core activities as stated in the Job description.

**PERSON SPECIFICATION**

It is important that anyone employed by Christ the Redeemer College is in alignment with the aims and objectives of the college as provided and available on website and other platforms. The successful candidate will be a confident individual who will work closely with both the student and academic community. Applicant will need to demonstrate excellent communication and interpersonal skills and be highly motivated to operate in a dynamic and busy environment, while maintaining the highest standard of customer service. Previous experience in a higher education environment or being educated to degree level is desirable.

<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	Relevant Formal Academic qualification at Degree level.	Degree level or equivalent.
<b>Relevant Knowledge &amp; experience:</b> -	Administrative experience of working in a busy customer focused environment. Working Knowledge & Experience using Microsoft office suites	Experience working with higher education.  High level of accuracy and attention to detail.
<b>Aptitude, skills and abilities</b>	<ul style="list-style-type: none"> <li>- Good Admin &amp; IT Skills</li> <li>- Ability to deal with a variety of stakeholders with tact and sensitivity.</li> <li>- Ability to communicate effectively, both verbally and in writing</li> </ul>	<p>Excellent interpersonal skills</p> <p>Ability to manage and prioritise a demanding workload whilst retaining excellent customer service standards.</p> <p>Aptitude to use a Student Records management database, such as Classter.</p>
<b>Personal attributes:</b>	<p>Enthusiastic, Proactive &amp; uses initiative.</p> <p>Ability to work in a changing and flexible environment</p> <p>An enthusiastic and flexible approach to work.</p>	

## **Health & Safety:**

- Under the Health & Safety at Work Act 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also co-operate with the College on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety or welfare. The post holder must follow Health & Safety requirements in line with their training and instruction, and report to management any unsafe acts or conditions, defects in equipment or facilities that have the potential to affect health and safety. The post holder must report to management any injuries they receive whilst at work.
- Where post holders line manages staff and services they will be responsible for the health, safety and welfare of those staff and services in accordance with the College's Health & Safety Organizational Arrangements.

## **General Terms**

This job description summarizes the main duties and accountabilities of the post and is not exclusive. The post holder is required to undertake other duties of similar level of responsibility. It is anticipated that this job description will change over time in accordance with the needs of the role and the post holder will be consulted on any proposed amendments.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that 'restricted information' or 'highly restricted information' to which they have access remains confidential during and after their employment at CRC. All staff must undergo appropriate data protection training as defined by the College's Data Protection Policy and comply with the College's Information Security Policy and IT User Policies including the General Conditions of use of Computing and Network Facilities, Bring Your Own Device Policy and Wireless Networking Policy.
- The College is committed to equality of opportunity. All staff are required to comply with current legislation, College policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the College probationary and appraisal process and should ensure they are familiar with the processes, attend the mandatory meetings and training and plan time to prepare for their appraisal. Following probationary interviews and appraisals, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The College expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role.
- All absence from work must be reported in accordance with the College's Absence Management Policy and recorded on Teams and staff are expected to be familiar with and follow the Policy.
- The College acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the

College not to allow smoking on College premises other than in specifically designated areas.

## **General Terms & Conditions of Employment**

The appointment is subject to meeting all pre-employment clearances and requirements of the Person Specification. All new employees undergo a period of probation in accordance with the College's Probationary Scheme and confirmation of employment is dependent on the satisfactory completion of that probationary period. The standard hours of work are based on 37 hours per week for Professional and Support Staff and 35 hours per week for Academic Staff. Your line manager will discuss with you the required working hours.

The College holiday year runs from 1<sup>st</sup> September to 31<sup>st</sup> August. The post carries an entitlement to 35 working days (for a full-time position, otherwise pro rata) of paid leave during the course of the holiday year (pro rata if the appointment is made during the holiday year), in addition to Statutory Bank Holidays. There may also be discretionary days and days when the College is closed on particular dates in the interests of efficiency.

## **Disclosure and Barring Service**

It is a condition of employment that all relevant posts are vetted by the Disclosure & Barring Service (DBS) and if it applies to this appointment you will be required to undertake a DBS check. The College will pay the fee for this service. Any false declarations or any findings from the Disclosure could affect the suitability for employment.

## **Pension and Auto Enrolment**

If you meet the criteria set out below, and are not already an active member of any of our pension schemes, the College will auto-enrol you into a suitable pension scheme.

The criteria for auto-enrolment is:

- Age - if you are 22 or over but no more than State Pension Age
- Earnings - a minimum of £10,000 per year
- Working in the UK

The finance team will advise employees on the pension schemes supported by Christ the Redeemer College and eligibility upon successful appointment.

## **Procedure for Application**

Applications should preferably be submitted by e-mail (as opposed to post) on the College Application Form and should be completed in typescript wherever possible. We only accept a CV as a supplementary part of the application process. Considerable emphasis is placed in the shortlisting process on how candidates demonstrate in their application that they possess the qualifications, experience, skills and qualities which are required for the post.

Application forms should therefore refer explicitly to how you meet the essential and desirable criteria for the post you are applying for. The College is an Equal Opportunity Employer. Two referees should be identified who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.

You must disclose whether you are related to any employee of the College, or to any member of the Council. Canvassing for appointment disqualifies you from being selected for interview or being appointed to the post in question. Should you be selected for interview please be aware that we are unable to reimburse interview expenses. If you have not heard from us within one week of the advertised closing date, please assume that you have not been shortlisted.

## **Application Details**

Full-time and part-time working hours will be considered

The job description, personal specification and full details on how to apply can be found at: <https://christredeemer.ac.uk/about-crc/vacancies/>

Christ the Redeemer College is a Christian college and, as such, it is a requirement of the Person Specification that the post holder be in alignment with the Christian ethos, aims and objectives of the School.

All candidates must have the right to work in the UK.

**Closing date for receipt of applications: Noon, Monday 4<sup>th</sup> July 2022**

**Interview date: Monday 11<sup>th</sup> July 2022**

**Candidates are encouraged to apply promptly as applications will be reviewed on a rolling basis and the College reserve the right to withdraw the position before the closing date.**

## **General Data Protection Regulations: Applicant Privacy Notice**

CRC collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship. The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the College's HR and recruitment management systems (electronic and paper based), and in IT systems (including the College's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles. The College may share your data with third parties in certain circumstances. Personal data that the College uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The College takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the College to change incorrect or incomplete data. In certain circumstances, you can ask the College to stop processing your data, or you can object to the processing of your data. If you believe that the College has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the College Data Protection Officer.