



Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).

About the Role – Employment Details

Post Number	A111
Job Title	Student Support and Call Advisor
Salary	£26,218.54 - £28,088.30
Contract Type	Permanent
Campus	Cheltenham
Department	Student Support
Reporting To	Student Support Manager
Holiday	27 days' annual leave, increasing to 32 days after 5 years', plus an additional 3 days during Christmas closure

About the Role – Meet the Team

Gloucestershire College is recruiting a **Student Support and Call Advisor** to join our Student Support team.

The purpose of this role is to provide accurate, relevant information and advice to both internal and external customers, while delivering outstanding customer service every day.

About the Role – Duties and Responsibilities

- Provide a professional, friendly service to internal and external customers, handling enquiries by phone, in person, and through digital channels.
- Manage calls to the main college number, offering accurate information and triaging enquiries to relevant teams such as Safeguarding, academic departments, mentors, and admin.
- Support customers face to face and refer them to other college services when appropriate.
- Administer student financial support (Student Support Fund, Advanced Learner Loan bursary, Student Opportunity Fund, Care to Learn, EMA/ALG Wales, Betaris, Free Meals), following funding rules and making informed decisions based on student circumstances.
- Maintain ownership of key processes within the team, ensuring an efficient service for students, applicants, and staff.
- Promote and signpost students to internal and external support services.
- Work collaboratively with Student Mentors, Employment Coaches, and the Mental Health team to ensure students receive the guidance they need to succeed.
- Use and update IT and web-based systems to provide accurate information, record data, and support departmental reporting.
- Support enrolment activities, including processing forms, handling tuition fee payments, and issuing student ID badges.





- Positively promote Student Support services and contribute to the continuous improvement of processes across the college.
- Assist with day-to-day operational tasks, providing feedback and identifying opportunities for improvement.
- Participate in open events, providing information to prospective students and their families.
- Support staff induction and training activities within the department.
- Assist other Student Support teams with administrative tasks when needed.
- Research, understand, and clearly communicate information on available student funding, including ESFA rules and other financial support routes.
- Build strong links with academic areas to understand course needs, maintain accurate data, and meet regularly with allocated departments.
- Deliver excellent customer service to all visitors, students, and parents/carers.

About the College – Our Expectations

- Take an active part in Professional Development Conversations (PDC)
- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College’s Equality and Diversity Policy
- Actively promote the College’s Safeguarding Policy and Practices
- Support the College’s sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake a first-aid qualification and participate in the first aid rota, as required.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post

About the You

Our Shortlisting Criteria

Essential	<ul style="list-style-type: none"> – Demonstrable customer service experience in an office environment. – Experience of working in a fast changing environment. – Experience of working to tight deadlines. – Knowledge and experience of Windows based software to include word processing and spread sheets. – GCSE English and Maths grade A-C or equivalent.
Desirable	<ul style="list-style-type: none"> – Experience of providing an advice and guidance service.





- Customer Service or willingness to study relevant qualification.
- Advice and guidance qualification.
- Experience within the FE/HE sector or education sector.

The Perfect Person for us will demonstrate

<p>Abilities</p>	<ul style="list-style-type: none"> – Excellent accuracy and attention to detail skills. – Excellent organisational skills and be a team player. – Excellent communication skills both verbal and written. – Must be able to work to deadlines. – Willing and able to deal with difficult customers.
<p>Job Circumstances</p>	<ul style="list-style-type: none"> – Able to travel between college sites (if required) – Undertake any training required for the role – Hold an Enhanced DBS check or be willing to undertake a check. – This job description outlines the main duties at the time it was written. Tasks may change, but the role's overall nature and responsibility remain the same. These changes are normal and don't justify a change in the post's grading.

