

Post Details		Last Updated: 10/04/2024	
Faculty/Administrative/Service Department	Chief Student Office		
Job Title	MySurrey Hive Case Co-ordinator		
Job Family	Professional Services	Job Level	3
Responsible to	MySurrey Hive Case Co-ordinator Manager		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>The MySurrey Hive Case Co-ordinators deliver high quality student support via the university's one stop shop, the MySurrey Hive, ensuring students receive an exceptional customer focussed information service and a memorable and high-level student experience.</p> <p>MySurrey hive Case Co-ordinators are assigned to students whose queries to the MySurrey Hive are complex / multidisciplinary or because they need a higher level of support due to challenges they are facing. It is the role of the Case Manager to liaise with all of the individual teams and support services needed to resolve the students issues and provide a single point of contact for the student while this is happening. MySurrey Hive Case Co-ordinators will operate in an efficient and highly customer-focused manner that will support the retention and success of all students, regardless of their background.</p> <p>MySurrey Hive Case Co-ordinators will also work with students identified via Learning Analytics or referred through Personal Tutors and Senior Personal Tutors. They will work closely with students to ensure that they are supported at Surrey, that they belong to the Surrey community and that they are empowered to achieve their potential.</p>			
<u>Key Responsibilities</u>			
<ol style="list-style-type: none"> 1. Provide a welcoming, efficient, helpful support for students, providing a case management approach for students whose MySurrey Hive queries are more complex or multidisciplinary, or where they have been identified via Learning Analytics or referred by a Personal or Senior Personal Tutor. Ensure that student is always at the centre of our approach and response and maintain a clear focus on providing an excellent student experience. 2. Maintain a good working relationship with relevant stakeholders in the University. As part of the case management process to set up and monitor students to the various specialist support services within the University and liaise with those services to ensure effective advice and referral for students. Flag up problems affecting students and trends, feeding into improvements at the administrative, teaching and support services level. 3. Liaise with colleagues in Schools/Departments, particularly Senior Personal Tutors, Personal Tutors and Programme Leaders, and in the wider University at all levels regarding issues concerning particular students. This includes meeting with students together with other specialist staff who support them. 4. Engage with students where there may be a risk around retention and progression, or where behaviour issues, and provide positive engagement opportunities and alternative positive role models. 5. Respond to and track enquiries using our case management system, ensuring they are handled in accordance with the parameters of any Service Level Agreements and that data is used and reflected upon to ensure that students always receive a high level of customer care. This includes ensuring the accuracy of all personal, programme and contact data regarding MySurrey Hive users. 6. Develop and maintain a good overall understanding of the work, procedures and systems of the various specialist areas within the CSO Directorate and elsewhere across the University, ensuring that knowledge is up to date and utilised to provide students with the most up to date information as possible. 7. Under the guidance of the MySurrey Hive Manager, support the general running of central University events, including welcome and registration activity, helping to ensure that events are delivered effectively and that all students feel a sense of belonging to Surrey. <p>N.B. The above list is not exhaustive.</p>			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

The post holder will ensure that they meet their agreed objectives, whilst working within established departmental processes and procedures. They will provide support for students with complex or multidisciplinary needs either through the MySurrey Hive or when referred from Academic colleagues. Within these parameters the post holder will work with minimum day-to-day supervision and should apply judgement and initiative when managing their workload, including determining short and medium-term priorities, responding to conflicting demands, and managing activity in line with the KPIs of the Department.

Problem Solving and Decision Making

The post holder is expected to work in a proactive manner and to decide how to achieve the desired KPIs, generally basing decisions on their work objectives. The post holder is expected to provide advice and solutions to complex problems working with other teams to specialist to resolve these problems. Resolution for these issues will usually be found through reference to their previous experience of similar problems and through reference to the application of University policies and procedures. When dealing with a particularly complex issue, the post holder is expected to use these routes to seek resolution. However, where these issues cannot be resolved or fall outside the remit of their role, they will seek guidance from their line manager and/or other senior staff across the CSO directorate, putting forward recommendations where necessary.

Continuous Improvement

The post holder will be expected to continuously assess current processes, exercise sound judgement and demonstrate initiative to have the scope to make recommendations to their line manager, ensuring that the MySurrey Hive continues to offer a high-quality student service. The post holder will have the opportunity to work on specific projects, contributing to the implementation of new initiatives and processes.

Accountability

The post holder will be responsible for meeting with and advising students on a one to one basis and gaining an understanding of their academic and/or pastoral needs.

The post holder is accountable for data integrity regarding data stored in the office systems.

The post holder works closely with colleagues across various departments that contribute to student life in the pursuit of effective provision of information, advice and guidance to students.

The post holder will be a key member of the team, contributing to the success of the MySurrey Hive service ensuring we provide excellent support services to all our students.

Dimensions of the Role

This post involves no direct line management or budgetary responsibilities

Supplementary Information

The post-holder will be expected to contribute to University Welcome events in late September and annual leave should not be taken between mid-September and mid-October.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

HNC, A level, NVQ 3, HND level or equivalent with several years' relevant experience.

Or:

Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Proven skills in relation to interviewing/seeking information for example: active listening, asking questions, clarification, summarising, with a strong attention to detail	E	3
Ability to act with empathy, care and patience which may include students who are suffering extreme emotional states	E	3
Proven communication skills (both verbal and written)	E	2
Strong research and problem-solving skills, with a continuous improvement mindset	E	2
Good organisational/administration skills with the ability to effectively prioritise tasks and manage own time	E	2
Demonstrable experience of working successfully in a team.	E	2
Excellent IT skills, particularly in MS Office packages, and familiarity with databases	E	2
An understanding of University and School policies and procedures	D	2
Special Requirements:		Essential/ Desirable
There is an expectation that the role holder will work within the context of the opening hours of the MySurrey Hive and will also on occasion work evenings and weekends at Open Days, welcome, or conferences as required.		E
Annual leave may be restricted at certain points of the year.		E
Core Competencies		Level 1-3
Communication		3
Customer/Client service and support		3
Adaptability / Flexibility		2
Planning and Organising		2
Problem Solving and Decision Making Skills		3
Continuous Improvement		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		

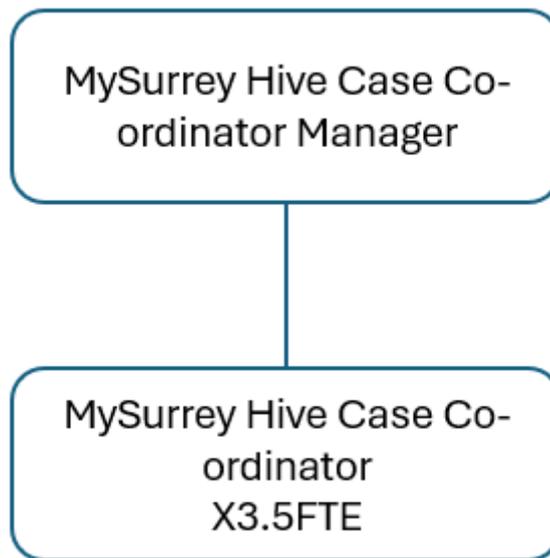
Background Information

The MySurrey Hive is the front of house for a broad range of services across the University providing an excellent student centred, accessible and inclusive point of service and support for all users. The team provides a comprehensive service which delivers information, advice, guidance plus administration on a range of student issues to a community of around 17,000 students.

The MySurrey Hive sits within the Student Engagement & Experience Department, which is part of the Chief Student Officer's Directorate (CSO). The Student Engagement & Experience Department includes approximately 50 members of staff across a range of student engagement services (Money Support, the MySurrey Hive, International Student Support, Student Communities & Events and Religious Life and Belief). The Student Engagement & Experience Department focuses on delivering a personalised and welcoming experience in all our engagements, putting students at the heart of our work, and fostering a sense of belonging and community ethos through all our practices.

The CSO serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus. We ensure that students receive excellent support and advice and feel a sense of belonging to the University of Surrey community, and we work against the key principles in our student and staff partnership manifesto ([student-staff-partnership-manifesto.pdf \(surrey.ac.uk\)](#)).

Department Structure Chart



Relationships

Internal

- Accommodation
- All teams with the Chief Student Officer Directorate
- Faculty / School teams including Personal Tutors and Senior Personal Tutors
- Library
- Finance Receivables
- IT
- Doctoral College
- Security
- Advancement
- Surrey Sports Park

External

- Students' Union staff and Sabbatical Officers
- Guildford Borough Council
- Transport for London