**KRA OF STUDENT RELEATIONS AND CORPORATE COMMUNICATIONS**

2017-18



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DEPARTMENT HEAD SRCC

Overall purpose of the job

* To lead a team of staff providing advice and guidance (IAG) to students on a range of general welfare and support issues (ie, Housing, support for care leavers and childcare matters); to act as a primary contact and source of informed advice and guidance to staff on issues concerning student support and related policies and procedures; and to initiate and develop effective partnerships and networks with Schools to ensure a co-ordinate and consistent approach to supporting students.
* To work with the team to develop and enhance the Company and to oversee the operation of the centre to ensure a highly-effective, single-team approach to the delivery of student services.
* To guide the employees under the team to ensure that all student-facing services delivered within Hostels are effective and efficient.
* To support the Director, Head of Operations and other senior colleagues to develop and ensure appropriate working partnerships are in place with colleagues, students, and external stakeholders, which are conducive to the effective realization of the company’s strategic aspirations in relation to the delivery of student advice and guidance and the student experience.

ASSISTANT MANAGER SRCC

1. To arrange and coordinate events associated with the organization.
2. To update the respective Reporting officer regarding any planned events.
3. The overall management of **event**s including health & safety, licensing and insurance elements.
4. Safety and welfare of everyone at **event** which includes staff, volunteers, contractors and the public
5. Act as the main contact for events and competition, information and advice.
6. Promote and organize suitable arrangements for all events.
7. Ensure all members are informed of dates and venues of forthcoming events which the organization is involved with.
8. To organize appropriate training programs for staff and students, as instructed by the reporting officer.
9. Counselling students and parents ( Walk-ins/ campus counselling).
10. Effective interaction with students, parents and other stake holders on a regular basis.
11. Responsible for student housing processes
12. Handling the grievances of the students and the parents.
13. Responsible for Hostel Room allotment
14. Issuing of ID Card to students.
15. Responsible for collection of genuine feedback from Students on a regular basis regarding the facilities and Events
16. Coordinating with other departments regarding hostel facility management, food, transportation and grievances of students.
17. Constantly work on Student and Staff retention
18. To create larger communities on social media through regularly updating events news and technical tutorials on CSCPL website/ Face book/ YouTube /Instagram/ WhatsApp groups.

MANAGER FRONT DESK

Counseling students and parents through data calling, chat, e-mail, walk-ins, or campus counseling.

· Effective interaction with students, parents and other stake holders on a regular basis.

· Responsible for student housing processes

· Handling assigned administrative responsibilities

· Handling the grievances of the students and the parents

· Providing relevant information to students, parents and other stakeholders

· Communicating with students regarding their fee dues and follow up for the same

· Responsible for upkeep of data and business aesthetics.

· Responsible for Hostel Room allotment

· Responsible for maintaining data related to students information, attendance, room allotment, room change, fee dues, refund, admissions, NOCs and others related to Hostel function.

· Issue of NOCs to students who are leaving our hostel and coordination for settlement of dues between both the company and the student

· Issuing of ID Card and Bonafide certificate

· Maintaining all the official documents / records pertaining to students admission

· Responsible for collection of feedback from Students on a regular basis

· Coordinating with other departments regarding hostel facility management, food, transportation and grievances of students.

· Promptly replying to all the official correspondence related to student housing

any other activities as assigned to you from time to time by the Management.