



## TERMS OF REFERENCE

### Student Service Officer

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| <b>Position Title</b>  | Student Service Officer                  |
| <b>Position Level</b>  | Pay Scale 9 of the Conditions of Service |
| <b>Position Status</b> | Regular                                  |
| <b>Reports to</b>      | Assistant Dean for Student Services      |

#### Job purpose

The Student Service Officer is primarily responsible for the planning, monitoring, and reviewing of strategies for student activities on JSW Law campus for a successful academic programme and campus life. It is the customer-service role that represents the first point of contact for students, assisting with all aspects of administrative support for school programmes such as availability at all times for current or prospective students with general enquiries. The role also ensures the students have good accommodation and dining services that best match their needs, and nurtures strong relationships between the school and the students.

#### Duties and responsibilities

The Student Service Officer will be responsible for the following:

##### A. Administrative function:

- i. Assist in developing, updating, and implementing operational procedures;
- ii. Plan and develop AWP based on departmental needs;
- iii. Perform frequent inspections of the facility conditions to enforce compliance of policies and report any maintenance issues;
- iv. Coordinate all administrative tasks in regard to accommodation provisions including payments (for equipment replacement) and any relevant charges;
- v. Maintain up-to-date and accurate records regarding accommodation placements;
- vi. Coordinate and maintain inventories of equipment and resources;
- vii. Be familiar with the policies and procedures of student services;
- viii. Complete risk assessments as required;
- ix. Develop, coordinate and deliver the relevant programme (student development activities);
- x. Coordinate and maintain a high level of awareness and function of relevant services (health and hygiene, and counseling);
- xi. Comply with appropriate policies, procedures, and protocols when responding to emergency situations or student concerns;
- xii. Provide emergency and crisis response support;

- xiii. Effectively retain all data and information as per the requirements of Student Services;
- xiv. Keep accurate records of student attendance and communicates any absences to the Academic Department/relevant Faculty in a timely manner;
- xv. Maintain record and filing of events (financial and non-financial documents) happening in JSW Law;
- xvi. Perform other responsibilities as assigned by the ADSS from time to time.

## **B. Student Conduct:**

- i. Respond appropriately to violations of the JSW Law by students and promptly document the same, manage the violations and refer to management if required;
- ii. Handle informal resolution where appropriate.

## **Qualifications**

- i. Minimum Educational Requirement: Bachelor's degree;
- ii. Strong communication and organizational skills;
- iii. Proficiency with Google Suite and Microsoft (Excel, PowerPoint, and Microsoft Word);
- iv. Experience with Access is highly desired;
- v. Ability to handle multiple priorities with accuracy and attention to detail;
- vi. To foster effective campus relationships and work with a diverse staff.

## **Working conditions**

The candidate will be currently working at the JSW Law campus, Pangbisa, Paro. The working hours shall be as per the Conditions of the Service.

## **Direct reports**

- Student Executive Council

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| <b>Approved by Management Board/HRC:</b> | 11th meeting |
| <b>Date approved:</b>                    | 07.11.2022   |
| <b>Reviewed:</b>                         |              |

*This job description will be reviewed annually and updated as often as necessary.*