

ROYAL UNIVERSITY OF BHUTAN

POSITION PROFILE

1. JOB IDENTIFICATION

1.1	Position Title	: Assistant Student Service Officer
1.2	Position Level	: PL 08
1.3	Occupational Group	: Administrative and Technical Staff
1.4	College/OVC	: Paro College of Education

2. MAIN PURPOSE OF THE POSITION: *(provide main purpose of the job).*

The primary responsibility of the position is to assist the Dean of Student Affairs to look after the welfare of students of the College.

3. GENERAL ROLES AND RESPONSIBILITIES: *(Use Representative Work Activities as provided in Position Directory).*

- 3.1 Understand various policies, procedures and processes related to student services and assist in implementing the policies;
- 3.2 Assist in maintaining records of services rendered to students for any kind of support and services both during and after graduation of students;
- 3.3 Maintain up-to-date information on students for any kind of studies by programme area, level of programme, gender, nationality etc.;
- 3.4 Assist in carrying out students selection and registration in an effective, efficient and in accordance with the policy;
- 3.5 Assist in organizing committee meetings related to students services and draft minutes and communicate follow-ups with the relevant members;
- 3.6 Liaise with the Colleges and update student selection criteria;
- 3.7 Assist in conducting student selection and admission required to be done centrally; and
- 3.8 Carry out any other duties as may be assigned by the Registrar from time to time.

4. SPECIFIC ROLES AND RESPONSIBILITIES: *(Provide list of specific task that is not covered by the Representative Work Activities).*

- 4.1 Look after the welfare and care the students for the designated residential areas/hostels under the guidance of Dean of Student Affairs;
- 4.2 Contribute to providing a safe, inclusive and respectful environment for living and learning; in particular, shaping a high quality residential experience for student in the College;
- 4.3 Assist in inducting new students to hostels and familiarising them to student rules, regulations, common norms and standards in the hostels;
- 4.4 Assist in coordinating with the academic advisor to monitor and support student learning;
- 4.5 Assist in managing and administering student affairs for the given residential area including record keeping;

- 4.6 Listen to students' problems and help them to find resolutions where relevant and refer students to appropriate services such as student support, disability services, counseling, medical services, management etc;
- 4.7 Manage hostel facilities and its surroundings in terms of cleanliness and upkeep of the facilities;
- 4.8 Coordinate and support student activities for the hostel related to social and community services, literary activities, social engagements and other useful events; and
- 4.9 Any other tasks as may be assigned from time to time.

5. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS: *(Use KSA and Position Profile Matrix Position Directory as a guide).*

5.1 Education: Minimum of Bachelor's degree (General)

5.2 Experience: Experience will be given preference for the purpose of shortlisting

5.3 Knowledge Skills and Abilities:

- 5.3.1 Conversant in the area of responsibilities both in terms of technical knowhow and changing environment;
- 5.3.2 Good communications skills both in terms of written and speaking;
- 5.3.3 Sound analytical skills with knowledge in planning, management and execution of projects and activities;
- 5.3.4 Ability to keep up-to-date information in the area of responsibilities and provide timely information for informed decision-making; and
- 5.3.5 Ability to work in teams and ready to work beyond working hours.