**Job description**

**Date last reviewed**: June 2013

**Faculty**: All faculties

**Title of post**: Student Support Co-ordinator

**Grade of post**: Grade 7

**Post numbers**: 17780, 17781, 17782, 17783

**FT or % P/T**:

**Permanent/Temporary**: Permanent

**Principal location of work**:

**Immediate line manager**: Academic Administration Manager

**Staff managed**: none

**Qualifications required for post**: A levels or equivalent relevant administrative experience. An honours degree in a relevant discipline or relevant equivalent experience

**Experience required for post**: Substantial demonstrable experience in a student-facing role within higher or further education. Excellent communication, problem solving and negotiating skills. Proven experience of taking a proactive role. Ability to deal sensitively with people who have confidential problems.



**Overall purpose of post**: To provide first-line support to undergraduate and taught postgraduate students across the Faculty.

**Main duties:**

1. To take a lead role in supporting undergraduate and postgraduate students in the Faculty including responsibility for:
   1. Providing a first point of call for students with academic issues or personal problems, giving appropriate advice or referring to relevant Faculty or

University student support

* 1. Working with programme teams and administrators, the Students’ Union and the University Induction Coordinator in the development and delivery of student Faculty induction programmes.
  2. Developing an induction programme for Student Guiders
  3. Organising and supporting student events, e.g. social events, Faculty’s Student

Representative Forum, skills development surgeries etc

* 1. Producing within-programme communication, e.g. newsletters, emails, posters, liaising with marketing as appropriate; producing literature on the student support framework
  2. Proactively using the Academic Performance Tracking Tool and other resources to identify students at risk of underachieving and taking appropriate action
  3. Working with Academic Advisors, programme teams, Student Cental and the Students’ Union providing direct support and where appropriate, onward referral for all students and especially those identified as possibly at risk of underachieving
  4. Supporting students in the use of Personal Information Pages, On-line Programme Registration and virtual learning environments.
  5. Being an active participant in the cross-University Student Support Coordinator network and with Student Services/Student Union to share good practice, identify new areas and develop new methods of working and keep up to date with legislation and relevant University policies/procedures.
  6. Leading on the organisation and processing of Personal Evacuation Plans for disabled students; liaising with the Facilities and Services Manager to ensure relevant equipment for individuals is in place.
  7. Providing advice and guidance to students on transition from stage 1 to stages 2 and 3 taking into account academic regulations.
  8. Providing advice and guidance to staff and students on the process of applying for mitigating circumstances.

1. Attend and support programme committee meetings and away days and to represent the faculty on relevant University committees.

1. Lead on the recruitment, training and supporting of student representatives in conjunction with the Students Union

1. Liaise with Central Services to ensure that International students failing to submit work and/or attend lectures are identified, contacted and managed as appropriate.

1. Participate in marketing and recruitment, including providing applicant/visit day support (This will require occasional attendance outside of normal working hours), and to contribute to the production of marketing materials.

1. Liaise closely with the Associate Dean: Student Experience to ensure that the Student Support Framework is working effectively.

1. Prepare annual and ad hoc reports for the Faculty Executive Team evaluating the operation of the Student Support Co-ordinator activities and roles, identify trends and maintain an enquiry database.

1. Proactively develop and provide other undergraduate and postgraduate student support activities as part of a Faculty-wide team, in consultation with the Associate Dean (Student Experience)

1. Undertake any other duties commensurate with the grade and level of responsibility for this post, for which the post holder has the necessary experience and/or training.