



# Student Support Coordinator

## Job Description

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### POSITION OVERVIEW

<b>Department</b>	Academic Services, Student Support and Development Team
<b>Location</b>	St Katherine's Dock, London
<b>Term</b>	Full time; Permanent
<b>Salary</b>	£30,000 - £35,000 per annum depending on experience
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Start</b>	ASAP
<b>Reports to</b>	Head of Student Support and Development

The Student Support Coordinator works as part of the Student Support and Development team within Academic Services, collaborating with other team members to provide both reactive and proactive support to undergraduate, postgraduate, apprenticeship and mobility students across a range of pastoral issues. The Coordinator will offer support and guidance to students for general matters and will offer particular support for students experiencing financial problems, having difficulties with their student loan application, students with experience of care and students with poor academic engagement.

### DUTIES AND RESPONSIBILITIES

- Act as a first point of contact, via email, phone, zoom and in person, for students seeking support for pastoral issues.

- To work on the student support desk for allocated shifts alongside colleagues from other student facing services, responding promptly and professionally to enquiries from students and staff.
- Provide advice and guidance to applicants and offer holders on student funding matters and support available at the College.
- Provide on-going support to students with experience of care, arranging regular check-in meetings to offer support and encouragement and, if required, assistance with pastoral or practical matters.
- Meet with students with poor attendance to identify any barriers to engagement and advise and assist them in accessing relevant support.
- Provide advice to students about registration with local GP surgeries.
- Provide advice and guidance to students on student loans and other financial matters such as budgeting and good money management.
- Administer the College's Student Hardship Fund, acting as Secretary to the Hardship Fund Panel.
- Regularly review the student money advice being offered, identifying any gaps in support and making recommendations to the Head of Service
- Act as the College's representative to the National Association of Student Money Advisers.
- Ensure students receive holistic support, working closely with other members of the student support team to ensure a student's needs are met.
- Maintain a thorough and up-to-date knowledge and understanding of relevant College policies relating to student support such as Support to Study, Safeguarding, Prevent, Extenuating Circumstances and Break in Studies.
- Provide support and advice to students considering applying for Extenuating Circumstances, Interruption or Break in Study.
- Participate in Support to Study meetings with students and faculty. Offer advice on support available internally and externally to the College. Prepare support plans and follow-up with faculty and students as required to enable students' continued study at the College.
- To provide "back-up" support for other members of the team, ensuring familiarity with other areas of service provision such as disability and mental health support in order to provide students with a basic level of guidance when colleagues are absent or unavailable.
- To present individually, or with other team members, workshops and seminars on student wellbeing and development issues (i.e. stress management, relaxation, healthy eating)

- Maintain accurate records of all student interactions in accordance with internal guidance and protocols in compliance with GDPR.
- Assist with the management and update of the team's CANVAS (VLE) and Web pages.
- Assist with the processing of invoices, uploading invoices into the Pointprogress system in accordance with Finance guidelines and procedures.
- Other associated student support related tasks from time to time as directed.

### **Personal Specification**

#### **Education, Qualifications and training [Desirable / Essential]**

- Bachelor's degree or equivalent professional experience. [D]
- Qualification in advice, guidance, social work and/or money advice. [D]

#### **Experience and knowledge**

- Experience of providing guidance or support to students in HE or FE. [E]
- Experience of working with people from a range of ethnicities, socio-economic groups and nationalities. [E]
- Experience of dealing sympathetically with people who are emotional or distressed. [E]
- Experience of working as part of a service team, preferably within a multi-disciplinary setting. [E]
- Experience of using customer, client or student records system [E]
- A good working knowledge of relevant legislation including the Equality Act 2010 and General Data Protection Regulation (GDPR) [E]
- Experience of handling confidential and sensitive information [E]
- Knowledge of UK student finance/student loan processes [E]
- Experience of supporting people with experience of care [D]
- Experience of leading workshops or training [D]

#### **Skills and aptitudes**

- Interpersonal and communication skills to be able to work on a 1 to 1 basis with a diverse range of students. [E]
- Ability to explain complex processes and procedures in a clear and accessible manner, adapting approach to meet the needs of the listener [E]
- Ability to be calm, diplomatic and tactful in high pressure situations [E]
- Ability to understand and accurately apply policies and procedures. [E]

- Ability to display discretion, particularly when handling confidential documents [E]
- Ability to pay close attention to detail [E]
- Good IT skills, using Word, Excel, email, Internet [E]

### **Other**

- DBS check will be required [E]
- Available to occasionally work outside of normal office hours [E]

### **APPLICATION PROCESS**

Applications should be made via [this link](#) by 20.00, 16 July 2021. Please reference your application "SSC0621". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role, applications will be reviewed on receipt and it is likely that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Tier 2 Sponsorship for this role.