



Job Description

Role: **Student Support Officer**

Purpose:

1. To provide an effective and customer-focused frontline support service to students.
2. To deliver efficient and professional information, advice and support to meet the needs of students on a range of personal, pastoral and academic issues.
3. To provide a seamless referral service to specialist services.

Reports to: **Head of Teaching and Learning**

MAIN RESPONSIBILITIES

Key Liaisons

1. Student Services
2. Counselling Services
3. Education Guidance
4. Safeguarding Team
5. Education Managers
6. Students' Union
7. Academic staff

Main duties / responsibilities of team members

1. Provide a frontline support service, in identifying and resolving student issues, and where specialist service interventions have been identified, to ensure that the necessary referrals are made efficiently and professionally to the Counselling Team, Student Services, other ACM departments and/or external organisations, where applicable.
2. To use triage skills to identify important or urgent issues and ensure that they are escalated appropriately to the relevant support services.
3. Provide information, advice and support to students on a range of personal, pastoral and academic issues through structured sessions and informal drop ins.
4. Efficiently assess the student's need, to enable appropriate onward referrals and make recommendations for ongoing support.
5. Maintain appropriate records and management information statistics in relation to the frontline service, and facilitate information sharing to ensure effective service delivery in a shared environment.
6. Prepare and disseminate a range of information and guidance materials,

workshops and events for students and staff, for delivery via a variety of media, including: face-to-face, telephone, paper and online.

7. Develop appropriate and effective ways of communicating with students and staff.
8. Maintain a working knowledge and understanding of policies, issues and legislation relating to personal, pastoral and academic issues.
9. Develop a close operational partnership with the Student Services Team in order to actively participate in key events and activities, such as induction/orientation programmes and wellbeing events.
10. Collect and review feedback from students and staff by appropriate means, as part of the Registry continuous quality improvement plan.

This job purpose reflects the core activities of the post. As the Department and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. ACM expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

Person Specification

Qualifications

1. Educated to degree level.
2. Post graduate qualifications related student support (desirable)

Experience

1. Working with young adults and students.
2. Delivering support to a wide range of learner needs.
3. Knowledge of Further and Higher Education legalisation.
4. Trained in the safeguarding of children and young adults.
5. Experience of delivering high quality customer services, with the demonstration of a strong understanding of how to respond to differing stakeholders' needs.
6. Experience of developing good working relationships (e.g. partnerships) with colleagues from different parts of a company, showing understanding of the interdependencies that affect the work of other staff/teams in an organisation.

Skills & Abilities

1. Evidence of ability to use diagnostic skills in triaging to be able to quickly and efficiently identify the needs of the enquirer.
2. Ability to prioritise workloads in the face of conflicting demands, using own judgment to ensure the work is completed to time and deadline.
3. Evidence of ability to provide a high level of all of the following: professional judgment, confidentiality, diplomacy, cultural awareness and sensitivity, when liaising with staff, students and other key stakeholders.
4. The postholder must have an appreciation and general understanding of the Data Protection Act, Safeguarding legislation, the Equality Act and Codes of Ethics for confidentiality.

Personal Qualities

1. The Ability to work within a team.
2. Candidates should be self-starters, have energy and enthusiasm for education and an educational environment and be able to work with a wide range of people, often under pressure

Annual Leave

1. Due to the nature of this role, there will be certain times in the year that annual leave will not be granted due to business need. Dates will be communication by management to the Admissions Team.