

# Student Support Coordinator

## Job Description

### Position overview

<b>Department</b>	Student Support and Development, Academic Services
<b>Location</b>	Devon House, London
<b>Term</b>	Full-time; permanent
<b>Salary</b>	£34,000 - £36,000 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>	1 May 2023 or as soon as possible thereafter

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 University.

## Student Support Coordinator

- 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 University's Bursary scheme and 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 a University 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 University 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 or Break in Study.

## Student Support Coordinator

- Participate in Support to Study meetings with students and faculty. Offer advice on support available internally and externally to the University. Prepare support plans and follow-up with faculty and students as required to enable students' continued study at the University.
- 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 Finance system in accordance with Finance guidelines and procedures.
- Other associated student support related tasks from time to time as directed.

## About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. The University continues to grow further expanding its student cohort, courses,

## Student Support Coordinator

network and opportunities. students year on year, further expanding its courses, network and opportunities.

### Person specification criteria (essential / desirable)

- Bachelor's degree or equivalent experience (E)
- Qualification in advice, guidance, social work and/or money advice (D)
- 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)
- 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)
- DBS check will be required (E)
- Available to occasionally work outside of normal office hours (E)

## Application process

## Student Support Coordinator

Applications should be made via [this link](#) by 20:00 on the **26<sup>th</sup> of March 2023**. Please reference your application “**SSC0223**”. Participation in the equal opportunities section is encouraged, but voluntary.

Interviews are expected from the **5th and 6th of April 2023**.

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

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.