

Lead Student Wellbeing Coordinator

Job Description

POSITION OVERVIEW

Department	Academic Services, Student Support and Development
Location	London, Devon House (St Katherine Dock)
Term	Full-time; permanent (office-based with hybrid working available one day per week)
Salary	£38,000 - £40,000 per annum, depending on experience
Benefits	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)
Start	ASAP

The role

The Lead Student Wellbeing Coordinators will manage the team of Student Wellbeing Coordinators (SWC) while maintaining their own caseload of students. The SWCs offer support and guidance to students for general matters and have particular responsibility for advising and administering support for students with disabilities. The SWCs work as part of the Student Support and Development team within Academic Services, to provide both reactive and proactive support to undergraduate, postgraduate, degree apprenticeship and mobility students.

Duties and Responsibilities

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To provide day to day coordination and management of the SWC team. This includes: induction of new staff, administration of annual leave and sickness absence and allocation of caseload.

To ensure that the service responds promptly to enquiries via email, phone and in person, from students seeking support for pastoral issues.

To ensure the SWCs maintain accurate records of all student interactions on TARGETconnect in accordance with internal guidance and protocols in compliance with GDPR.

Act as the lead contact with the NU Disability Teams based in Boston and Oakland to ensure appropriate support and adjustments are in place for mobility students as they move between sites.

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, supporting the SWCs with the application of these as necessary.

Regularly review the disability support being offered, processes and procedures and identifying issues and gaps and making recommendations for improvements to the Head of Service.

Liaise with the Deputy Head of Registry (Assessments) to ensure special examination arrangements are in place for students with disabilities.

Provide advice and guidance to a caseload of Students

Advise disabled students and applicants on the support and accommodations available at the University.

Responsible for preparing Learning Support Plans for disabled students and communicating content as appropriate to academic and professional service departments to ensure agreed support is provided.

Provide advice and support to students and applicants seeking to apply for the Disabled Students Allowance.

Act as a College representative to the National Association of Disability Practitioners (NADP).

Provide support and assistance to students considering applying for extenuating circumstances, interruption or break in study.

Provide support and advice to students about registration with local GP surgeries.

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.

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To work closely with the Head of SSD and the Lead Student Mental Health Adviser to ensure students receive holistic and coordinated support.

To present individually, or with other team members, workshops and seminars on student wellbeing and development issues (i.e. stress management, relaxation, healthy eating).

Assist with the management and update of the team's CANVAS (VLE) pages.

Assist with the processing of invoices, uploading invoices into the Pointprogress system in accordance with Finance guidelines and procedures.

Other student support related tasks from time to time as directed.

About the University

Based in the heart of London, Northeastern University London has developed a reputation for delivering an excellent university experience and has exceeded all Russell Group universities for overall student satisfaction in the UK's National Student Survey for four consecutive years (NSS 2019, 2020, 2021 and 2022).

Small by design, Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers and society.

Northeastern University London is part of Northeastern University's Global Campus Network. Ranked #44 in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

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Person specification criteria (Essential / Desirable)

Bachelor's degree or equivalent experience. [E]

Significant experience of providing advice and/or support for students with medical conditions, mental health issues and/or disabilities 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 managing or coordinating the work of a team. [E]

A good working knowledge of relevant legislation including the Equality Act 2010 and General Data Protection Regulation (GDPR) [E]

Experience of using a customer, client or student records system. [E]

Experience of handling confidential and sensitive information. [E]

Interpersonal and communication skills to be able to work on a 1 to 1 basis with a diverse range of students. [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]

Occasional requirement to work outside of normal hours and at weekends. [E]

Qualification in advice, guidance and/or disability support. [D]

Experience of working with mobility/visiting students, particularly those from America[D]

Experience of leading workshops or training [D]

Application Process

Applications should be made via [this link](#) by **23:59 on Monday 25th September 2023**. Please reference your application “**LSWC0823**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter 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.