

Job Description

Student Wellbeing Coordinator

Position overview

Department	Student Support & Development
Location	Devon House, London (Hybrid role)
Term	Full-time; permanent
Salary Range	£35,000 - £37,800 - depending on experience
Benefits	The University supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
Direct Reports	None
Reports to	Head of Student Support & Development
Start	1st September 2024

The role

The Student Wellbeing Coordinators work as part of the Student Support and Development team within Student Engagement Office, collaborating with other team members to provide both reactive and proactive support to students registered at the University across a range of pastoral issues. The

Coordinator will offer support and guidance to students for general matters and will have particular responsibility for advising and administering support for students with disabilities.

The successful applicant will have the ability to work independently and be part of a dynamic team. The team works at a fast pace providing advice and guidance to current and incoming students and to faculty on reasonable adjustments and UK sector norm.

Duties and Responsibilities

- Act as a first point of contact, via email, phone and in person, for students seeking support for pastoral issues.
- To work on the student support desk; First Point 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 disabled students and applicants on the support and accommodations available at the University.
- Provide support for Northeastern University (NU) mobility students with disabilities, working closely with the NU disability team to ensure appropriate support and adjustments are in place.
- Responsible for drafting Learning Support Plans for disabled students and communicating content as appropriate to academic and professional service departments to ensure agreed support is provided.
- Liaise with registry staff to ensure special examination arrangements are in place for students with disabilities.
- 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).
- Regularly review the disability support being offered, identifying any gaps in support and making recommendations to the Head of Service
- 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 assistance 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.

- Ensure students receive holistic support, working closely with other members of the student support team to ensure a student's needs are met.
- To provide "back-up" support for other members of the team, ensuring familiarity with other areas of service provision such as finance and mental health support in order to provide students with a basic level of guidance when colleagues are absent or unavailable.
- Provide support and advice to students about registration with local GP surgeries.
- 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 on TARGETconnect in accordance with internal guidance and protocols in compliance with GDPR.
- 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 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. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking 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.

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.

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. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

Person specification criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferable skills would assist with you undertaking the role.

- Experience, Knowledge, Skills and Abilities
 - 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]
 - A good working knowledge of relevant legislation including the Equality Act 2010 and General Data Protection Regulation (GDPR) [E]
- Education, Qualifications and Training
 - Bachelor's degree or equivalent experience. [E]
 - Good IT skills, using Word, Excel, email, Internet. [E]
- Personal Attributes
 - 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]
 - Occasional requirement to work outside of normal hours and at weekends. [E]
 - Qualification in advice, guidance and/or disability support. [D]
 - Experience of supporting people with disabilities. [D]
 - Experience of working with mobility/visiting students, particularly those from America [D]
 - Experience of leading workshops or training [D]

- DBS check will be required. [E]

Additional Information

Enquiries

Informal enquiries may be made to Jas Verdi, jas.verdi@nulondon.ac.uk However, all applications must be made in accordance with the application process specified.

Application process

Applications should be made via [this link](#) by **23:59** on 28th June 2024. Please reference your application “**SWC0624**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c 22nd July 2024

Please note this role may require a basic or enhanced DBS check. Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

This position is not eligible for a Visa Sponsorship.