

Job Title: College Student Support Advisor

Grade: 6

Salary: £32,546 to £37,174 per annum, pro-rata if part-time

Department: Student and Academic Services

Hours/Contract: Full-time or job share, Permanent

Job Family: Management and Administration

Reference: 11442

Role Purpose

Student Support Services are seeking to appoint a motivated individual to a new role of Student Support Advisor. Working under the guidance of Business Administrator Managers, the post holder will be line managed by central Student Support Services. The post holder will be responsible for providing and contributing to an effective and customer-focused school-based student support service.

A key aspect of the role is to ensure students are making informed choices about their progression and academic performance. The role will be crucial in supporting with early intervention, providing advice and guidance to students with long-term health conditions and timely mental health interventions.

This will include reaching out to students who are struggling academically or with pastoral needs to offer advice and support to help students continue with their university journey. Applicants should have a relevant experience of working in a support role, a degree in a relevant subject (or significant experience), experience of working in a similar busy, emotionally demanding environment and possess excellent communication and interpersonal skills. Candidates need to be emotionally resilient and be able to handle high volumes of work in a fast-paced environment with high attention to detail.

Main Duties and Responsibilities

- Manage attendance records to identify students with poor attendance, act in accordance to the University Policies and the School's procedures.
- Provide proactive information, advice and signposting to students on a range of pastoral and academic issues through email, telephone, structured and informal meetings. Identify students' needs and refer them on to the appropriate support.
- Develop and maintain accurate student case notes/student support plans, appropriately escalating high-risk cases where required.
- Assist with queries and provide information, general advice and guidance, in a timely and effective manner.
- Collaborate with central support services to develop student wellbeing engagement activities, including presenting workshops, focus groups etc.
- Facilitate relevant and appropriate information sharing to ensure effective student service delivery in a shared environment.
- Maintain a working knowledge and understanding of policies, issues and legislation relating to personal, pastoral and academic issues.





- To be the key conduit for coordinating student support processes and procedures with the School's Senior Academic Tutor, Year Stream Tutors and the University's Student Support Services; ensuring procedures are applied consistently and fairly.

Student Administration:

Support the wider work of the professional services team, providing cover in the absence of colleagues and offering to help at busy times of the academic year. This includes (but is not limited to):

- Maintain an up-to-date operational knowledge of office systems, policies and processes, to help drive innovation and respond quickly and flexibly to change.
- Contribute ideas and propose solutions relevant to the role and general efficiency of the office, taking the lead to implement as appropriate.
- Work collaboratively across the School Administration team to support delivery of cross-functional objectives.
- Provide cover for colleagues in busy periods during absence, undertaking such duties and responsibilities which commensurate with the grade and nature of the post.
- Produce an annual impact report that contains both qualitative and quantitative data and identifies key themes/trends for targeted planned interventions.
- Produce reports and evaluation on projects and workshops undertaken.

Internal and External Relationships

Close liaison with local admin teams, Senior Academic Tutors, the Year Stream Tutors, Student Support Services (Welfare, AccessAbility Centre, Standing Together and Student Wellbeing) and all members of the professional services team.

All academic staff, associate tutors; undergraduate and postgraduate students.

Academic Services, Security Office, Residence Life, Future Students Office.

Parents, carers, prospective students.

Planning and Organising

Organise own individual workload within annual plans determined by the academic cycle and the School management team and School Managers.

React effectively to any urgent matters and pre-empting issues with pro-active solutions.

Plan and implement new procedures highlighted by review process and/or the previous year's activities.

Actively keep abreast of changes in procedures, policy and any other factors that may affect the delivery of the School's activities relating to student support matters.





Plan and organise diary to allow for active participation in both 1:1 work and groups/workshop activities.

Qualifications, Knowledge and Experience

Essential

- Hold a degree in a relevant subject (such as Psychology, Applied Social Sciences, Social Work) or significant relevant work experience in a comparable setting*
- Experience of working in a support environment where discretion and confidentiality is vital*
- Experience of assessing needs and delivering appropriate support *
- Mental health awareness*
- Experience of developing good working relationships with colleagues both within a department/service and organisation wide*
- Experience of maintaining systems and accurate record-keeping*

Desirable

- Experience of providing culturally competent support with clients from a wide range of ethnicities, nationalities and religious backgrounds
- Experience and training in coaching, mentoring or equivalent
- Experience of the barriers faced by underrepresented groups such as BAME, LGBT+ and disabled students
- Knowledge of safeguarding and /or Equality act
- Experience of managing staff

****Criteria to be used in shortlisting candidates for interview***

Skills, Abilities and Competencies

Essential

- Emotional resilience
- Proven capability of working in a highly pressured environment
- Excellent IT skills including Microsoft Office, data entry and web based applications including professional experience with MS Outlook
- Excellent written and oral communication skills, with the ability to give and receive information effectively*
- Ability to interpret and analyse data*
- Willingness to be flexible towards duties and adaptable to change, including taking a solution focused approach





- Ability to work under pressure, with competing demands and keep to deadlines.
- Ability to work with accuracy and attention to detail.

Desirable

- Experience of working in a Higher Education setting.

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

