JOB DESCRIPTION

POST TITLE: **Student Advice and Wellbeing Advisor**

REPORTING TO: **Student Advice and Wellbeing Manager**

MAIN PURPOSE OF THE POST:

To work within the student advice and wellbeing team in providing information, advice and guidance alongside a range of pastoral support to prospective and enrolled students.

DUTIES INCLUDE:

1. To provide general information, and wellbeing advice through email, telephone, scheduled appointments or on a drop-in basis across University sites

2. To Maintain accurate records of student interactions, appointments and support provided, ensuring information is recorded appropriately and in a timely manner.

3. To ensure that all student wellbeing documentation is processed and stored according to University requirements and in compliance with Data Protection legislation.

4. To use active listening and effective triage skills to provide pastoral support, explore students' needs and facilitate access to appropriate services, including Mental health Advisors, Counselling and other specialist support.

5. To identify, assess and appropriately manage risks relating to student wellbeing and safety, and escalating concerns in line with safeguarding, risk management and organisational procedures.

6. To assist in developing information resources within Student Wellbeing and to contribute to the updating of guidance notes regarding wellbeing matters.

7. To answer email enquiries using the shared inbox ensuring that information is recorded accurately.

8. To take an active role in the development of student wellbeing and to participate in cover arrangements for Blenheim Walk and Vernon Street sites.

OTHER:

1. To comply with all relevant University policies and procedures.

2. In the context of University and personal development to carry out any other duties that are commensurate with the role and as instructed by your line manager.

3. To assist with other administrative duties within the University if required.

4. To adhere to the University's Health and Safety policies and procedures and to perform any University wide designated duties with regard to Health and Safety and the security of the University

5. To adhere to and actively support the University's Equality, Diversity and Inclusion policies and their implementation.

PERSON SPECIFICATION:

Candidates should have and be able to demonstrate the following criteria at the application and interview stages:

Criteria	**Essential or Desirable**	**Method of assessment**
Qualifications		
Educated to full level 3 qualification (eg BTEC Extended Diploma or A level equivalents).	Essential	Application form / Certificate
A relevant qualification, or equivalent professional experience, in student support, advice and guidance, mental health and wellbeing, youth work, social care, or a related field.	Desirable	Application form / Interview
Skills/Knowledge		
Good IT skills including use of Word and Excel; use of internet for reference, accessing content and data entry.	Essential	Application form / Interview
Excellent organisational and administrative skills with the ability to meet deadlines and to work unsupervised.	Essential	Application form / Interview
Experience		
Up to date knowledge of student wellbeing and educational issues.	Essential	Application form / Interview
At least 2 years' experience of working in a student wellbeing and/or welfare role.	Essential	Application form / Interview
Recent experience of working in Further Education or Higher Education.	Essential	Application form / Interview
Personal Qualities		
Demonstrable ability to communicate effectively at all levels with students and staff.	Essential	Application form / Interview
Be able to maintain confidentiality in line with GDPR.	Essential	Application form / Interview
Able to support the values of the University.	Essential	Interview

A genuine desire to work in a customer orientated environment.	Essential	Interview

This job description serves as a guide to the general duties of the role and may be reviewed on an ongoing basis.