

JOB DESCRIPTION

General Details	
Job title:	Student Support Advisor
Subject area:	Student Support
Base location:	Wembley Campus
Area of the Institution:	Registry
Contract type:	Permanent
FTE:	1
Band:	5
Salary:	£26,809.50 – £29,790.30
Date prepared:	May 2025
People Relationships	
Reporting to:	Student Support & Inclusion Lead
Responsible for:	N/A

Job Purpose
<p>The post holder will utilise their knowledge and expertise to:</p> <ul style="list-style-type: none"> Act as first line of enquiry for a range of Pastoral and Wellbeing Support services across a designated campus Contribute to the successful delivery of the Departments Pastoral and Wellbeing Support services across a designated campus
Main activities
<p>Areas of responsibility include but are not limited to those outlined below:</p> <ol style="list-style-type: none"> Work collaboratively with all members of the Student Support Department to deliver the Departments first point of contact / front-line enquiry and advice service. Ensuring that: <ul style="list-style-type: none"> all enquiries are prioritised appropriately and responded to in a supportive, inclusive and professional manner and in-line with the departmental policy and processes all enquiry communication, inboxes and / or other appropriate notes are accurately entered onto the Institution student records management system Under direction from the Student Support Manager/s and Student Support and Inclusion Lead, contribute to the delivery of the Departments Pastoral and Wellbeing Support provision for all UC and PG students of the Institution. Including but not limited to: <ul style="list-style-type: none"> Providing general and specific advice and guidance across a range of areas eg: <ul style="list-style-type: none"> extenuating circumstances/extension financial assistance

- Complaints and Disciplinary
 - accommodation
 - signposting to internal and external services and/or sources of support
 - Managing an individual caseload of students requiring more specific or targeted support and where required supporting colleagues with heavier case loads
 - Supporting the delivery of the Departments drop-ins programme virtually and on campus sites
 - Escalating concerns regarding students wellbeing appropriately and in line with the Institution safeguarding policies and procedures
 - Referring students to additional internal and external support providers in line with their assessed support needs
 - Providing advice and training to academic and professional services colleagues to enable them to support students more effectively
 - Ensuring services adhere to the departmental standards of professionalism and confidentiality
 - Supporting the Institution 'At-Risk' provision
3. Administration of a range of key activities linked to the student experience. Including but not limited to:
- Creation and issuing of student status paperwork (from an approved list) e.g. council tax exception or student status confirmation
 - Signing / stamping student orientated forms (from an approved list) to enable access to student discounts e.g. 18+ TFL discounted travel application forms
 - Working with Registry and Facilities colleagues to support the student ID and stadium access pass process
4. Under direction from the Student Support Manager/s and Student Support and Inclusion Lead/s, contribute to the delivery of the Department's involvement in the Institutions Student Engagement and 'At-Risk' Provision. Including but not limited to:
- Pro-actively reaching out and following up on students with poor attendance/engagement to ensure they are offered access to appropriate support and guidance
 - Flagging students under the At Risk process if appropriate
 - Supporting and advising students who are considering changes to course or campus / interrupting or withdrawing
5. Ensure all support interactions or other appropriate data/data changes are logged accurately, appropriately and in a timely manner and produce relevant analyses and reports
6. Work collaboratively with Student Support colleagues and internal and external stakeholders (including the Student Union) to:
- Design, deliver or support departmental events, campaigns and awareness activities
 - Develop and maintain a suite of Student Support guidance material
 - Contribute to the development/enhancement and day to day maintenance of physical and online student support hubs and portals
7. Where appropriate represent the Pastoral and Wellbeing Support provision of the Student Support Department at relevant internal committees / groups

8. Support as required the delivery of Institution milestone activities/events e.g. Open/applicant days, outreach events, enrolment, induction, re-induction and, graduation
9. To undertake appropriate staff development and professional training in line with the business objectives of UCFB
10. To work within the policies of Health and Safety and Equal Opportunities
11. To work flexibly and responsibly and undertake any other duties relevant to the level of the post

Key Stakeholder Relationships

Internal:

- Student Support Manager
- Student Support and Inclusion Lead
- Academic colleagues (cross campus)
- Other UCFB academic and professional services colleagues at all levels (cross campus)
- Students (cross campus)

External:

- Validating Partners
- Colleagues working in Learning Support across the wider HE sector
- Professional standards and regulating bodies (as appropriate to the remit of the Pastoral and Wellbeing Support provision of the Student Support Department)

Person Specification			
HEI: UCFB		Location: Wembley Campus x 1 Manchester Campus x 1 (some travel between sites expected)	
Department: Student Support		Responsible to: Student Support & Inclusion Lead	
REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT*
1. Qualifications & Training	First degree (honours) or equivalent experience in a relevant field	Relevant additional professional qualifications in the field of Learning Support Membership or Fellowship of relevant professional associations (e.g. AHEP, CMI, ILM)	1,2,4
2. Previous Work Experience	<p>Knowledge and experience of:</p> <ul style="list-style-type: none"> the day to day delivery of an HE Pastoral and Wellbeing Support service individual case load management in the pastoral and wellbeing support field <p>Knowledge and experience of the requirements of 'Safeguarding' and 'At-Risk' services (ideally but not essentially gained in an HE environment)</p> <p>Knowledge and understanding of the regulations governing the provision of student support and pastoral and wellbeing support services in HE</p>	<p>Experience of working within a fast paced and high pressure team environment</p> <p>Experience of actively contributing to appropriate external networks relevant to this post</p> <p>Knowledge and understanding of the regulations governing the provision of student support services in HE</p> <p>Knowledge and understanding of the QAA Quality Code and how it informs the work of the Student Support Department</p> <p>Experience of using student information systems, preferably Tribal EBS and / or Tribal SITS</p>	1,2,4
3. Specific Knowledge/ Skills/ Abilities Required	Well-developed interpersonal skills including high levels of competency linked to:	<p>Data analysis ability</p> <p>Ability to create documentation / presentations etc. in an</p>	1,2,3,4, 5 (via probation period)

	<ul style="list-style-type: none"> • effective communication and articulation • empathy and openness • team working and collaboration <p>Well-developed skills associated with:</p> <ul style="list-style-type: none"> • problem identification, articulation and resolution • use of judgement in complex situations • critical and innovative thinking • attention to detail <p>Well-developed IT skills which must encompass:</p> <ul style="list-style-type: none"> • full MS Office suite • ability to quickly adapt to using new systems and software 	engaging and audience appropriate formats	
4. Motivation/ Attitude	<p>Professional approach to work</p> <p>Reliable</p> <p>Organisational Skills</p> <p>Flexibility</p> <p>Excellent interpersonal skills</p>		2, 5 (via probation period)
5. UCFB Values	<p>Fair play for all</p> <p>One team united around sports education</p> <p>Bringing your best game</p>		2, 5 (via probation period)
*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence; 5=Other			