It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Student Support Officer
EHA2039-0521

Reporting to: Student Transitions and Support Manager

Accountable to: Head of Student Support and Guidance

The Post

This post is based in Student Services within the Transitions Team.

You will be a key member of our team and you will focus on maximising student retention, and ensuring a consistent, high-quality and streamlined approach to supporting students who are risk of leaving the University. You will deliver professional management of a caseload of individual student 'change of circumstances' cases, working with students who have identified themselves (or are identified) as being at risk of leaving their programmes and or are seeking to withdraw, and delivering a face-to-face service or on-line dialogue, confidentially and sensitively, to assist in the re-engagement of these students.

The role will also encompass being both a direct point of contact to support students and a post to develop services with colleagues to enable good practice and new ideas around how we can support students from a wide range of backgrounds to achieve a successful outcome whilst on course.

Duties and Responsibilities

1. Deliver professional management of a caseload of individual student 'change of circumstances' cases, working with students who have identified themselves (or are identified) as being at risk of leaving their programmes, delivering a continual dialogue with the student on-line as well as a face-to-face service, confidentially, to assist in the re-engagement of these students.

2. Streamline and develop processes to enable students at risk to be identified at the earliest possible opportunity including ensuring such students are directed to support services in a timely manner.

3. Identify key areas of concern and carry out follow-up work with Faculty and Support Service staff to ensure the students remain on their programmes whenever possible.

4. To be the key point of contact, providing support and advice for groups of students that we identify as requiring additional support, for example care leavers, estranged students, carers, BAME students and to work closely with the Inclusion Team, to support our disabled students. Support students in a way which is sensitive and approachable, and which seeks to maximise the retention and success of students, while always maintaining professional boundaries (the role will sometimes involve working with distressed or confused students; and being able to advise and respond to these students appropriately).

5. Plan, prioritise and manage a busy caseload, and a high volume of follow-up work, delivering such work with a high level of accuracy.

6. Managing confidentiality issues and clear boundaries relating to the sharing of information about individual students, including complying with general data protection regulations.

7. Build up knowledge and expertise about subject-specific issues and develop a strong relationship with contacts in Faculties/Services.

8. Develop and implement new activities and services which address barriers to engagement for student groups to a successful outcome and which support student transition, progression and success across the University.

9. As required/appropriate, use a 'case conference' approach to call meetings with colleagues from Faculties/Service to ensure we are co-ordinated in terms of how we respond to an individual student's concerns.

10. Maintain an up-to-date and detailed knowledge of the different sources of support across the University to ensure that, when specialist support is required, students are referred into the relevant service at the right level and straightaway.

11. Prioritise students who require immediate guidance and support (sometimes with complex support needs) and follow up with one-to-one meetings to assist the student in their decision.

12. Use IT systems and case management systems to retrieve and record data about individual student cases, and learn how to use new IT systems, as required.

13. Maintain accurate records in line with current legal and other University-level and departmental data requirements. The post-holder is expected to be self-sufficient in terms of general administration, and will be using electronic case management systems and databases, and electronic appointment booking systems and calendars.

14. Contribute to the development of the service through individual project work, peer support, staff development activities, team meetings, and through cross-service working groups.

15. Participate, as required, in events promoting Student Support services to applicants and students – for example, University open days, post-application visit days, etc. These events may occasionally take place in the evenings or weekends, as well as during the day on weekdays.

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons

c) Undertake appropriate learning and development activities as required

d) Participate in Edge Hill's Performance Review and Development Scheme

e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 5, Points 19-22

£24,461 - £26,715 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Student Support Officer
EHA2039-0521

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Degree with Honours or equivalent qualifications	*		A
Experience and Knowledge				
2	Experience of managing a demanding and complex student caseloads, whilst operating within set timeframes	*		S/I
3	Experience of working in Higher or Further Education	*		A/I/P
4	Experience of communicating effectively with students who are experiencing personal and practical difficulties	*		S/I
5	Experience of developing processes and procedures and implementing them across departments	*		S/I
6	Experience of using your own initiative to resolve complex problems by applying creativity and coming up with innovative solutions to support transition and success	*		S/I/T
7	An understanding of the national policy context within the University including OfS and the Access and Participation Plan		*	S/I/P
Abilities/Skills				
8	Excellent organisational, prioritisation and planning skills demonstrating a resilience to adapt to changing needs.	*		S/I/T
9	Accurately record data, create reports to analyse, utilise and identify issues that support service improvements.	*		S/I/T
10	Competent and adaptable in utilising digital technology to maximise service impact, including the use of a wide range of IT applications, including Student Records Systems, Third Party Reporting Tools, Microsoft Office (Inc. Excel and Word)	*		S/I/T
11	Excellent verbal and communication skills together	*		I/P

	with exceptional interpersonal skills, including the ability to negotiate effectively.			
12	Empathetic, yet able to identify and implement practical solutions to support student success.	*		S/I
13	Pro-active, self-motivated, flexible, and forward thinking with the willingness to operate flexibly	*		S/I
14	Demonstrable understanding of how to exploit the potential of systems and data to drive and enhance the student lifecycle.	*		I
15	Experience of working effectively and inclusively with a range of people at different levels.	*		S/I

**__Method of Assessment__
(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)
Please note that applications will be assessed against the Person Specification using this criteria.