



## Candidate Information

<b>Position:</b>	Student Support Officer
<b>School/Department:</b>	School of Natural and Built Environment
<b>Reference:</b>	23/110627
<b>Closing Date:</b>	Monday 27 February 2023
<b>Salary:</b>	£35,333 - £42,155 per annum.
<b>Anticipated Interview Date:</b>	Tuesday 14 March 2023
<b>Duration:</b>	36 months

### JOB PURPOSE:

The Construction & Project Management (CPM) and Building Information Modelling Project Management (BIMPM) MSc programmes have become increasingly popular in recent years with a growing and increasingly diverse student cohort. The School is committed to supporting all our students to achieve their full potential and is therefore seeking to recruit a Student Support Officer, initially for a period of 3 years, with possible extension depending on the outcomes. Joining our CPM/BIMPM programme delivery team and reporting to the CPM and BIMPM Programme Directors, your role will be to support student engagement, learning and wellbeing, primarily in the CPM and BIMPM cohort, but with a secondary role in coordinating improved PGT student engagement across the School.

The role will have a reactive student-facing component - assisting students in need of support, triaging student queries relating to academic progress e.g. exceptional circumstance requests, appeals, disability-related requests, etc. You will also have a proactive component, including helping to develop programmes of support for students across a range of areas including: induction, academic skills, academic literacy, peer support and networking, as well as social events, all with the aim of improving students' health and wellbeing and the overall student experience. You will be expected to provide professional advice to academic colleagues on processes and regulations on student support and to help identify individual students who may require additional support.

You will also have a School-wide role in coordinating actions to improve and monitor student engagement and feedback, including for NSS and PTES. It is envisaged that the CPM/BIMPM programmes will become exemplars on effective student support within the School.

### MAJOR DUTIES:

1. Be the first point of contact for CPM and BIMPM students seeking support and provide one on one support, advice and encouragement, including advice on exceptional circumstances requests, appeals, withdrawals, disability-related requests on academic progress, and/or triaging/signposted requests as appropriate.
2. Liaise with other units including Student Wellbeing, University Health, International Student Support, etc on the needs of specific CPM and BIMPM students.
3. Lead on developing a range of student engagement activities for CPM and BIMPM students including induction, induction for international students, student social events and trips, peer support and networking activities, and managing the budget for these.
4. Lead on the coordination of the academic literacy programme for international students on the CPM and BIMPM programmes.
5. Provide specialist, professional advice and support to colleagues on CPM and BIMPM student support issues, progression and disability.
6. Support colleagues by assisting CPM and BIMPM students in need of support, including helping plan their academic workload supporting their progression.
7. Support colleagues by helping with general contact and follow up with CPM and BIMPM students in need of support.
8. Provide specialist support for the Disability Officer and liaise with colleagues across the School to ensure CPM and BIMPM students on the Disability Register can access appropriate adjustments at module, class and assignment levels.

9. Monitor CPM and BIMPM student engagement through a range of available data such as attendance, coursework submissions, exceptional circumstance (EC) requests etc., to identify students who may require additional support at an early stage.
10. Based on this data, develop proactive early intervention initiatives for individuals with a view to improving retention, academic outcomes, and student wellbeing.
11. Lead on coordinating and monitoring the School strategy to improve student engagement and feedback, including in the NSS and PTES student survey scores.

**ESSENTIAL CRITERIA:**

1. A relevant University Degree or a relevant equivalent professional qualification AND a minimum of 3 years' relevant experience providing advice and guidance to students, in support of their wellbeing and or academic progression. OR a minimum of 5 years' relevant experience in a Higher Education setting in a dedicated student advisory or student wellbeing role.
2. Minimum of 3 years relevant experience to include:
  - (i). Experience of providing advice and guidance to students in third level education in support of their wellbeing and/or academic progression.
  - (ii). Experience of interpreting guidance, developing processes and setting up new or revised systems.
  - (iii). Evidence of successful completion of complex tasks or projects (on budget and on time).
  - (iv). Proven experience of working effectively as a team member.
3. Familiarity with IT-based approaches to managing records and tracking engagement along with an ability to understand and use spreadsheets to manipulate and analyse data.
4. Ability to quickly develop competence in University systems as required.
5. Comprehensive knowledge of third level education policies, procedures and regulations relating to student support.
6. Developed analytical skills with ability to understand/interpret data and requirements from a range of sources, and ability to use this information to inform decision making and solution development.
7. Organisational and time management skills, with previous experience of identifying and managing resources and small budgets, and managing own workload.
8. Excellent communicator with experience of developing reports and presenting information both verbally and in written format.
9. Ability to interact confidently and professionally and build effective working relationships with colleagues from across the University.
10. Excellent interpersonal skills that enable the post-holder to act as a first point of contact for a diverse range of students seeking support.
11. Proven ability to provide leadership and direction to other colleagues, and to work under minimal supervision and use initiative and judgement to resolve daily problems.
12. Committed to high professional standards and continuous service improvement.
13. Flexibility and willingness to work irregular hours and weekends on an occasional basis.

**DESIRABLE CRITERIA:**

1. Experience of designing and implementing substantial programmes of activities for large groups.