

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder:		Job Title:	Student Support and Wellbeing Manager.
Reports to:	Managing Director (HE)	Location:	London
Department:	Higher Education	Job Family:	Team Leader and Specialist

SECTION 2

DEPARTMENT STRUCTURE

To be confirmed.

SECTION 3

OVERALL JOB PURPOSE

The post holder will be responsible for leading on all aspects of student support and wellbeing and any associated administration to a high standard, with excellent attention to detail. Through their teams, they will be responsible for the day-to-day running of all On Campus programmes (and any new programmes) and for ensuring a high quality support provisions for HE students throughout the student lifecycle (from induction through to graduation).

SIZE/DIMENSIONS

Support Officers

Learning Resource Manager

Student Counsellors

PRINCIPAL ACTIVITIES / OUTPUT OF JOB

As an employee of The London Institute of Banking & Finance the jobholder will be responsible for the overall support and wellbeing for all students on campus.

- Lead teams in developing, delivering, and maintaining a high standard of support to students studying on campus.
- Responsible for the Student Centre and ensuring that the provisions to support students are appropriately staffed on a daily basis.
- To review and consider opportunities to continuously enhance and improve the support provided to students.

- To respond professionally to queries from staff and students in relation to the programmes in a timely and efficient manner.
- To maintain clear communications with students regarding all non-academic related matters, using appropriate methods.
- Liaise with the Student Records Manager and maintain student data; ensuring student records are up to date and accurate at all times, including processing student withdrawals, module registrations, attendance.
- Contribute to the development of key documentation for internal and external requirements (OfS, QAA).
- Liaise with the Head of On Campus on managing student surveys and feedback (NSS, module/programme surveys).
- Responsible for line managing and developing support teams.
- Where appropriate, to assist with recruitment activities and events, this may include attending occasional weekend and evening events.
- To support the administration of graduation which may include checking graduation lists and marshalling at graduation ceremonies.
- Participating in other administrative tasks relevant to HE provision.

To contribute to the efficient development, management and promotion of HE provision within The London Institute of Banking & Finance by:

- Helping to develop and maintain a good working relationship with staff across a range of departments within The London Institute of Banking & Finance.
- Contributing to and supporting the development of new initiatives and programme enhancements to extend the provision of HE programmes.
- Undertaking any further reasonable duties as may be required by The London Institute of Banking & Finance.

SKILLS AND KNOWLEDGE

- The post holder will have some experience working in a University in student support.
- Listening, interpersonal and pastoral care skills to deal with sensitive issues concerning students and provide first line support.
- Taking responsibility for dealing with referred issues for students and providing first line support to colleagues when dealing with students; provide further sources of help (signposting) if required.
- Responsible for ensuring compliance with Safeguarding, UKVI, APP etc within the support provisions.

PERSONAL ATTRIBUTES

- Well organised and has good communication skills.
- Ability to work independently and as a member of a team.
- Possess good IT skills, including MS Office.

- Evidence of supporting students and a commitment to high levels of pastoral care.
- Evidence of a strong contribution to administration as well as to the general life and work of an academic institution or similar.

CONTACTS AND INFLUENCE EXERCISED

- The post holder will attend / be a member of such committees as may be relevant to their administrative duties.
- Unlimited contact with students, lecturers and staff.

DECISIONS

Indicate the level which best describes the job holder’s involvement in the decision making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	X
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	
Has impact on department/directorate* objectives	x
Has impact on The London Institute of Banking & Finance objectives	

DEFINITION /CLARITY

The nature of this role requires a minimum of 4 days per week working in London (campus) to provide face-to-face support to the students.

ANY ADDITIONAL FEATURES OF NOTE

None.

PERSON SPECIFICATION

Job Title: Student Support and Wellbeing Manager

Reports to: Managing Director (HE)

Department: Higher Education

Qualifications, knowledge and professional memberships	<i>Essential / desirable?</i>	
First degree or equivalent qualification or experience	E	
A levels or equivalent qualification	E	
An understanding of the Higher Education environment	E	
Line Management experience	D	
Sound knowledge of The London Institute of Banking & Finance strategy, practices, processes and IT systems	D	
Technical competencies (skills and experience)	<i>Essential / desirable?</i>	
Well organised and has good communication skills.	E	
Ability to work independently and as a member of a team.	E	
Possess good IT skills, including MS Office.	E	
Evidence of supporting university students and a commitment to high levels of pastoral care.	E	
Evidence of a strong contribution to administration as well as to the general life and work of an academic institution or similar.	E	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	En
Business thinking	E	En
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	En
Managing quality and standards	E	En
Applying judgement and taking decisions	E	En

Signed

Date JOB HOLDER

Signed

Date LINE MANAGE