

## **JOB DESCRIPTION**

**Job Title:** Faculty Student Advisor

**Grade:** SG6

**Department:** Faculty of Engineering and Science

**Responsible to:** Faculty Administration Manager

**Responsible for:** N/A

**Key Contacts:** Faculty staff and colleagues across the central services teams focused on student support, Faculty Senior Tutor, and Associate Dean Student Success.

**Standard Occupational Classification (SoC code):** N/A

**Non-Contractual Nature of Role Profile:** This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### **PURPOSE OF ROLE**

You will provide pastoral support to the faculty's students. You will be the first point of contact for students who are facing challenges, struggling with pastoral issues, and/or have informal complaints. You will resolve issues within your control and signpost onto other services where necessary, following up to ensure satisfactory resolution.

You will coordinate and maintain student support through initiatives like short appointments, drop-in sessions, online support, and follow-up. You will refer academic inquiries to academic tutors, programme leaders or the faculty senior tutor as appropriate.

This is a student-focused role, and the role holder will need to work closely and collaboratively with colleagues across the faculty and wider University to ensure the best possible support for students. Certain interactions with students may be emotionally charged, either due to the nature of their concerns or because the issues at hand can be delicate and potentially confrontational.

It is imperative to discern when, or if, it becomes necessary to direct or refer them to a more specialised service and the role holder will be expected to undertake relevant training, such as Mental Health First Aid training.

## **KEY ACCOUNTABILITIES**

### **Team Specific:**

- Provide student pastoral support, as part of a faculty team, signposting to other services where appropriate and following up to ensure satisfactory resolution.
- Contribute to the coordination of the ongoing development and improvement of the Faculty Student Advisor team services in the faculty.
- Work effectively as a member of the Faculty Student Advisor Team to ensure that support is offered to all students, and service is covered in cases of team absence and to meet variations in demand.
- Identify improvements to the effectiveness and efficiency of the Faculty Student Advisor Service and take a lead in implementing these.
- Assist when required with key University wide processes as required for example, clearing, enrolment and graduation.
- Use University systems, to ensure informal complaints are logged and followed up to satisfactory resolution.

### **Generic:**

- Establish and maintain good working relationships in coordinating the delivery of an efficient support service.
- To provide dedicated support to improve student experience.
- To be the first point of contact for students in relation to pastoral matters, and to act as a resource for staff within the faculty regarding pastoral support procedures and systems.
- To provide advice and support on pastoral issues to all academic staff and professional services staff within the faculty.
- Maintain and update the record of interactions, ensuring strict confidentiality with student data is handled in accordance with University guidelines and GDPR.
- To provide students with advice on procedures relating to academic policy, procedures and regulations including academic progression, academic appeals and complaints.
- To signpost students to the various specialist support services within the University and liaise with those services as appropriate.
- To contribute as appropriate to relevant Faculty and/or University-wide initiatives and the promotion of good practice.
- Coordinate and maintain data to support and track student success impact.

### **Managing Self:**

- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.

- Develop and maintain positive relationships with a range of stakeholders.
- Respond to queries in a timely manner.
- Always maintain confidentiality.
- Responsibility for maintaining own continuous development and support that of others.
- This role involves regular, and in-person contact with students and the role is campus- based with minimal working from home opportunities.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the faculty administration manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the faculty delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Continuation and completion rates for the faculty.
- NSS Academic Support scores for the faculty.

**KEY RELATIONSHIPS (Internal & External):**

- Students
- Faculty Senior Tutor
- Associate Dean Student Success
- Academic Tutors
- Year Leads
- Staff in Central Services across the University.

## **PERSON SPECIFICATION**

### **EXPERIENCE:**

#### **Essential Criteria**

- Experience of supporting students in higher education or relevant recent experience, preferably in a guidance role.
- Extensive administrative experience.
- Working to senior colleagues with conflicting demands.

#### **Desirable Criteria**

- Mentoring experience
- Experience of developing Web based support
- Familiarity with university procedures to support students, for example, suspension procedures, extenuating circumstances procedures.
- Experience using online central systems and packages.

### **SKILLS:**

#### **Essential Criteria**

- Demonstrate evidence of an understanding of diversity and equality issues
- Excellent working knowledge of Microsoft Office.
- Excellent interpersonal skills
- High level of proficiency in both written and oral English.
- Ability to communicate effectively at all levels.
- Ability to prioritise and manage own workload and delegate tasks appropriately.
- Ability to plan and manage projects effectively, ensuring that clear objectives are set.
- Excellent attention to detail and the ability to maintain accuracy.
- Analytical and systematic approach to work.
- Team player.
- Ability to work well under pressure.
- Highly discrete with a strong ability to maintain confidentiality.
- Commitment to undertake continuing professional development and desire to develop in the role.

#### **Desirable Criteria**

- N/A

**QUALIFICATIONS:****Essential Criteria**

- Degree or professional qualification and/or extensive proven relevant experience

**Desirable Criteria**

- A higher qualification in a relevant field.
- A qualification in general management or administrative support would be advantageous.

**PERSONAL ATTRIBUTES:****Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

**Desirable Criteria**

- N/A