

ROLE DESCRIPTION AND PERSON SPECIFICATION

1. JOB TITLE: **Student Support Advisor**

2. CONTEXT

Student Support provides Information, Advice and Guidance that contributes to student success and promotes students' wellbeing, safety and raises aspirations. Campus Student Support Hubs provide focal points for access to all these services.

3. MANAGEMENT ACCOUNTABILITY

Responsible to: Student Support Coordinator

4. MAIN PURPOSE OF JOB

To deliver a comprehensive range of information, advice and guidance that promotes student wellbeing and safety, concentrates on the development of independent and employability skills and as a result raises the aspirations of West Herts College students.

5. DUTIES AND RESPONSIBILITIES

- Deliver cross-College activities for students to contribute to the enrichment programme
- Support applicants to the College providing advice on all support available as well as supporting school liaison activity with local schools
- Keep manual and computerised records up to date and collect statistical information to monitor activities against key performance indicators and service level agreements
- Acquire and maintain a good knowledge of information sources and literature to the needs of the learners. Ensure relevant and current information and resources are available to students
- Work flexibly as part of the Student Support team to provide an integrated, responsive and flexible support service for all learners

6. GENERAL AND COLLEGE RESPONSIBILITIES

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, enrolment and marketing events and staff and student activities.
- Participate in team training and development activities, to update skills and knowledge.
 - All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or missions.
 - Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of his/her contribution to such priorities.

- Be aware of and comply with the health and safety legislation and other College requirements that are relevant to his/her post.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery;
- Be familiar with and promote the Equality and Diversity Policy
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults.

Undertake such additional duties or projects as the Principal or line manager may determine from time to time, after consultation with the post holder

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder. They do not form part of the jobholder's contract of employment.

STUDENT SUPPORT PERSON SPECIFICATION

Core Competencies, Behaviours, Qualities and Skills

A 'can do' outcome focused attitude and approach, resourceful and works to make things happen taking others along with them

A relentless drive to improve performance and deliver outstanding results through new, innovative and more effective ways of working

Excellent communication skills, works effectively within a team, see the potential in others and understands the impact of their actions on colleagues

Excellent interpersonal and negotiation skills with the ability to persuade influence and, when appropriate, challenge with tact and diplomacy

A creative and analytical thinking style, applying tenacity in the face of obstacles

A pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur

A high level of personal integrity, who displays respect and empathy for others and is consistent, open and honest

A confidence with the latest technology and able to use technology intuitively

QUALIFICATIONS AND EXPERIENCE

A general level of education at degree or professional level, or the equivalent level of attainment gained through professional experience

Qualified in English and Maths to level 2 or a commitment to achieve

Real-life / work experience that supports students to develop and modify behaviour to be acceptable in the workplace

A sound understanding of the principles of an outstanding service provided to students

A demonstrable record of success in previous roles

A working knowledge of record keeping and general administration