

LIBF

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:		Job Title:	Student Support and Wellbeing Advisor
Reports to:	Student Support and Wellbeing Manager	Location:	London
Department:	Higher Education	Job Family:	Team Leader and Specialist

SECTION 2

DEPARTMENT STRUCTURE

To be confirmed

SECTION 3

OVERALL JOB PURPOSE

The Student Support and Wellbeing Advisor will play a pivotal role in overseeing and coordinating the day-to-day operations of student support services, working closely with the Student Support and Wellbeing Manager and providing guidance and support to the Student Support Team Leader.

This position will focus on ensuring a high standard of non-academic and pastoral support to students across various HE programmes, contributing to the overall student experience and wellbeing within LIBF.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

1. Supervise and mentor the Student Support Team Leader and Support Officers to ensure effective delivery of support services and adherence to policies and procedures.
2. Act as a point of escalation for complex student issues, providing guidance and solutions in collaboration with relevant stakeholders.
3. Collaborate with the Student Support and Wellbeing Manager in developing and implementing student initiatives, engagement activities, and enhancement strategies.
4. Assist in the management of student data and records, including processing withdrawals, registrations, and maintaining accurate attendance records.
5. Coordinate with faculty, educational technology teams, and other departments to ensure timely and accurate information dissemination through the Virtual Learning Environment (VLE) and other platforms.

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6. Lead or participate in student surveys, feedback mechanisms, and induction programs to gather insights and improve student support services.
7. Support the administration of graduation ceremonies, including logistical arrangements and coordination of graduation lists.
8. Contribute to the development and documentation of internal processes, procedures, and guidelines related to student support and wellbeing.
9. Collaborate with external partners and organizations as needed to enhance student support initiatives and services.
10. Undertake additional responsibilities and projects as assigned by the Student Support and Wellbeing Manager.

CONTACTS AND INFLUENCE EXERCISED

(Type, number and seniority of contacts, impact of influence)

- The post holder will attend / be a member of such committees as may be relevant to their administrative duties.
- Unlimited contact with students, academics, alumni 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	X
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	
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	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance objectives	

DEFINITION /CLARITY

This is a new role and as such the job description is subject to change.

ANY ADDITIONAL FEATURES OF NOTE

None.

PERSON SPECIFICATION

Job Title: Student Support and Wellbeing Advisor

Reports to: Student Support and Wellbeing Manager

Department: Higher Education

Qualifications, knowledge and professional memberships	Essential/Desirable?	
Previous experience working in a university or similar educational institution in a student support capacity.	Essential	
A minimum of 2 years' experience working in a similar role within a higher education setting or related field.	Essential	
A degree or equivalent in psychology, social work or similar area	Desirable	
Mental Health First Aider	Desirable	
Technical Skills and Experience	Essential/Desirable?	
A minimum of 2 years' experience working in a similar role within a higher education setting or related field.	Essential	
Experience in providing advice and support to students on a range of issues such as mental health, wellbeing, studies, financial concerns, etc.	Essential	
Strong interpersonal, communication, and conflict resolution skills with a focus on providing excellent pastoral care and support to students.	Essential	
Knowledge of mental health support services	Desirable	
Demonstrated ability to work independently, lead a team, and collaborate effectively with diverse stakeholders.	Essential	
Proficiency in IT skills, including MS Office and familiarity with virtual learning environments or student management systems.	Essential	
Commitment to maintaining confidentiality, upholding safeguarding standards, and promoting a positive student experience.	Essential	
Experience in contributing to administrative processes and implementing initiatives to enhance student welfare and engagement.	Essential	
Experience facilitating workshops and training sessions	Desirable	
Passion for supporting student wellbeing and creating a positive campus environment.	Essential	
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	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

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Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date

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