

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:		Job Title:	Student Support Advisor
Reports to:	Head of Student Services and Careers	Location:	London based
Department:	Higher Education	Job Family:	Support

SECTION 2

DEPARTMENT STRUCTURE

Please see Appendix A attached.

SECTION 3

OVERALL JOB PURPOSE

Ensure an effective and efficient service delivery to staff and students to support an excellent student experience for on-campus and online students. This will include covering the Student Support Centre, where students can seek guidance on various personal and academic challenges. The role also involves actively promoting student engagement and championing the student voice, ensuring that student feedback is

regularly gathered, represented, and used to inform service development, institutional policies, and wider aspects of student life

This role is based at our London campus, with remote working possible one day per week on a rotational basis. The shifts are 9:00am – 5:30pm and 10am – 6:30pm on a rotational basis, up to 2 days per week.

SIZE/DIMENSIONS

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

The jobholder will be responsible for:

- Delivering high-quality, inclusive support to students throughout their learning experience.
- Providing students with advice in accordance with multiple academic and student support policies and procedures and escalating cases to the relevant team members where appropriate.
- Enhancing student continuation, completion, and overall satisfaction by providing accurate, timely, and accessible information.
- Monitoring engagement and attainment data, including assessment completion, engagement with the learning platform, and attendance.
- Carrying out proactive and targeted engagement activities, including emails and engagement meetings.
- Collaborating with teams across Walbrook Institute London, including Enrolment, Marketing, and Quality, Policy, and Regulation (QPR).
- Complying with data protection policies and procedures to protect student data, ensuring data is shared per the safeguarding policies.
- Coordinating with the Head of Student Services to create and implement student engagement and retention strategies and monitor their effectiveness.
- Creating strategies for engagement with student surveys, such as NSS, module surveys, and student satisfaction surveys. Contribute to the feedback process,

including action plans and communicating the resulting actions to the students.

- Ensuring efficient delivery of timetabled examinations and other exam-based assessments within the programmes (on-campus and off-campus).
- Oversee student feedback channels (e.g. early module feedback, student leader meetings, and student representatives) ensuring strong response rates and that feedback is effectively reported to relevant committees and working groups.
- Supporting the administration of significant events, including graduation, with clear attention to detail and collaborating with colleagues across Walbrook, including Marketing, PR, Professional Education, and Degree Apprenticeships.
- Working with Finance to confirm student attendance with the Student Loans Company, and ensuring bursary, scholarships, hardship fund, and prize payments are administered.
- Working with the Student Records and Data Manager to ensure student information is current.
- Monitoring attendance and ensuring compliance with UKVI from induction to post-graduation; following the Attendance and Engagement Policy and sending records of the different stages.
- Maintaining an active interest in the wider sector, seeking to develop best practice wherever possible.
- Participating in other administrative tasks relevant to HE provisions for both on-campus and online students.
- On a rota basis, covering late openings in the Student Centre during term time.
- Maintaining up to date knowledge of current immigration law as it affects students and providing general information and a signposting service for students with immigration-related issues.
- Serve as the Secretary for student welfare committees, including Extenuating Circumstances and Safeguarding.

CONTACTS AND INFLUENCE EXERCISED

- The post holder will attend/ be a member of in-house committees relevant to their administrative duties.

Your Profile

- Education: Degree-level education
- Experience:
 - demonstrable understanding of higher education in the UK HE context and the support required for international students;
 - excellence in student-centred communication in a range of contexts;
 - evidence of innovation in student engagement, both in events and communication
 - Experience with or willingness to train in safeguarding and Mental Health First Aid

Personal Attributes

- Motivates and encourages students to reach their potential through supportive, collaborative relationships.
- Demonstrates respect, openness, and inclusivity towards all students and colleagues, with a strong understanding of equality, diversity, and inclusion.
- Builds positive relationships with students, academic and professional services colleagues, and external partners, inspiring trust and demonstrating integrity.
- Provides clear guidance and advice, influencing outcomes by encouraging constructive dialogue and exploring alternative options where appropriate.
- Demonstrates resilience and flexibility in a fast-paced environment, balancing competing priorities while focusing on student wellbeing and success.
- Proactively supports students in navigating challenges with confidence and reach constructive solutions.

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	X
Participates in the establishment of guidelines & procedures	
Acts as the final authority to implement policy, guidelines, and procedures that affect strategic goals	

Indicate the statement that best describes the impact of the job holder's decisions:

Restricted to the employee's own work	
Has an impact on department/directorate* objectives	X

Appendix A

