



Student Wellbeing Coordinator

Job Description

Position overview

Department	Academic Services, Student Support and Development
Location	Devon House, London (Hybrid role)
Term	Full-time; permanent
Salary	£35,000 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	1 July 2022 or as soon as possible thereafter.

The Student Wellbeing Coordinators work as part of the Student Support and Development team within Academic Services, collaborating with other team members to provide both reactive and proactive support to undergraduate, postgraduate, degree apprenticeship and mobility students across a range of pastoral issues. The Coordinator will offer support and guidance to students for general matters and will have particular responsibility for advising and administering support for students with disabilities.

Duties and Responsibilities

- Act as a first point of contact, via email, phone and in person, for students seeking support for pastoral issues.
- To work on the student support desk for allocated shifts alongside colleagues from other student facing services, responding promptly and professionally to enquiries from students and staff.
- Provide advice and guidance to disabled students and applicants on the support and accommodations available at the College.

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- Provide support for Northeastern University (NU) mobility students with disabilities, working closely with the NU Disability Team to ensure appropriate support and adjustments are in place.
- Responsible for drafting Learning Support Plans for disabled students and communicating content as appropriate to academic and professional service departments to ensure agreed support is provided.
- Liaise with registry staff to ensure special examination arrangements are in place for students with disabilities.
- Provide advice and support to students and applicants seeking to apply for the Disabled Students Allowance.
- Act as a College representative to the National Association of Disability Practitioners (NADP).
- Regularly review the disability support being offered, identifying any gaps in support and making recommendations to the Head of Service
- Maintain a thorough and up-to-date knowledge and understanding of relevant College policies relating to student support such as Support to Study, Safeguarding, Prevent, Extenuating Circumstances and Break in Studies.
- Provide support and assistance to students considering applying for extenuating circumstances, interruption or break in study.
- Participate in Support to Study meetings with students and faculty. Offer advice on support available internally and externally to the College. Prepare support plans and follow-up with faculty and students as required to enable students' continued study at the College.
- Ensure students receive holistic support, working closely with other members of the student support team to ensure a student's needs are met.
- To provide "back-up" support for other members of the team, ensuring familiarity with other areas of service provision such as finance and mental health support in order to provide students with a basic level of guidance when colleagues are absent or unavailable.

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- Provide support and advice to students about registration with local GP surgeries.
- To present individually, or with other team members, workshops and seminars on student wellbeing and development issues (i.e. stress management, relaxation, healthy eating).
- Maintain accurate records of all student interactions on TARGETconnect in accordance with internal guidance and protocols in compliance with GDPR.
- Assist with the management and update of the team's CANVAS (VLE) pages.
- Assist with the processing of invoices, uploading invoices into the Pointprogress system in accordance with Finance guidelines and procedures.
- Other associated student support related tasks from time to time as directed.

About the College

Founded in 2012, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021. NCH continues to grow taking in more students year on year, further expanding its courses, network and opportunities.

Person specification criteria (essential / desirable)

- Bachelor's degree or equivalent experience. [E]
- Experience of providing guidance or support to students in HE or FE [E]
- Experience of working with people from a range of ethnicities, socio-economic groups and nationalities. [E]
- Experience of dealing sympathetically with people who are emotional or distressed. [E]
- Experience of working as part of a service team, preferably within a multi-disciplinary setting. [E]

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- A good working knowledge of relevant legislation including the Equality Act 2010 and General Data Protection Regulation (GDPR) [E]
- Experience of using a customer, client or student records system. [E]
- Experience of handling confidential and sensitive information. [E]
- Interpersonal and communication skills to be able to work on a 1 to 1 basis with a diverse range of students. [E]
- Ability to be calm, diplomatic and tactful in high pressure situations. [E]
- Ability to understand and accurately apply policies and procedures. [E]
- Ability to display discretion, particularly when handling confidential documents. [E]
- Ability to pay close attention to detail. [E]
- Good IT skills, using Word, Excel, email, Internet. [E]
- DBS check will be required. [E]
- Occasional requirement to work outside of normal hours and at weekends. [E]
- Qualification in advice, guidance and/or disability support. [D]
- Experience of supporting people with disabilities. [D]
- Experience of working with mobility/visiting students, particularly those from America [D]
- Experience of leading workshops or training [D]

Application process

Applications should be made via [this link](#) by 20:00 on **19 June 2022**. Please reference your application “**SWC522**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.