



### Job description

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|------------------------|--------------------------------------|---------------|---|
| <b>Post:</b>           | Student Support Officer              | <b>Grade:</b> | H |
| <b>Department:</b>     | Quality, Standards & Registry        |               |   |
| <b>Team:</b>           | Student Services                     |               |   |
| <b>Responsible to:</b> | Student Services & Wellbeing Manager |               |   |

### Main purpose:

- To enable students to overcome individual barriers to learning by identifying issues, creating solutions and providing a support service.
- To provide teaching of academic skills to groups of students.
- To contribute to the creation and delivery of individual and college-wide health and well-being strategies.
- To provide high quality customer service when dealing with email, telephone and face to face enquiries from staff, students, and external parties.
- To be a Brand Ambassador of Norland at all times.

### Main responsibilities and duties:

- Plan and deliver mentoring/ support sessions to individuals and/or small groups of students on topics that may be hindering their learning.
- Provide feedback on coursework.
- Recognise the barriers to success that may exist for students and work with them and the wider academic team to minimise and overcome those barriers.
- Draw up and monitor action plans for support and achievement.
- Collate and share information (as appropriate within Norland) regarding the SpLD needs of individual students.
- Make referrals to and liaise with other support services as appropriate e.g. the counsellor or academic support services.
- Provide support to students, including those with neurodiversity, where requested.
- Liaise with the Student Services and Wellbeing Manager, Module Leaders, Lecturers and Personal Tutors regarding student support matters, highlighting student needs regarding their learning and welfare.
- Work within the Student Services team to implement Initial Assessment for students and recommend Diagnostic Assessment, including recording data and information pertaining to Initial and Diagnostic Assessment and Additional Learning Support funding, ensuring accuracy and adhering to set timeframes. Support students in applying for Disabled Student Allowance applications where appropriate.
- Undertake all administrative tasks relating to the area of Student Support including contributing to the Quality Assurance processes in Norland i.e.: Course and Academic Boards, Annual Monitoring Reviews and Self Assessments.
- Take an active role in Norland marketing activities including advice and guidance of students, and attendance at promotional events
- Assist with the recruitment and selection of full-time students onto relevant programmes.

- Have the academic freedom (within the law) to question and test received wisdom, and to put forward new ideas and controversial or unpopular opinions, without risk of retaliation or censorship from other colleagues or Norland as a whole.
- To be part of the reception cover rota and assist with covering the reception desk as and when required.
- Be willing to undertake Fire Warden and First Aid training and be a key holder to assist in opening and closing the building as and when required.
- Work with internal departments to ensure operational procedures are fully complied with.
- Take ownership of continued personal development (CPD) within your role and identify personal training needs.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with Norland's policies and procedures, as laid out in the Financial Regulations.
- To undertake any other duties, as required from time to time.

**General:**

In addition to the above, the post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Norland is subject. All staff are required to:

- Have full regard for Norland's equality and diversity, health and safety and safeguarding requirements.
- Achieve individual and team targets assigned through Norland's annual planning and staff appraisal processes including taking ownership of personal development (CPD) within your role and identify personal training needs.
- Operate within approved income and expenditure budgets.
- Participate in the Norland-wide recycling programme and to engage with new strategies aimed at sustainability.
- Be subject to Norland's approved strategies, policies and procedures and undertake all duties in line with these.
- Be aware that any breach of confidentiality in relation to sensitive information, Norland staff, student or child is considered a dismissible offence.

This job description may be subject to revision, depending on the future needs of the post and the organisation. Any changes will be discussed with the post holder prior to implementation.