



Job Description

Job Title	Student Support Coordinator
Contract	Full-time; one year maternity cover
Hours of work	Monday to Friday
Salary	Up to £30,000 per annum, plus benefits
Reports to	HR & Operations Manager

Overall purpose of the post

As a Student Support Coordinator, you will form part of the Student Support Office, providing prompt and efficient support to the College's faculty, student body and other departments to ensure the College at all times provides an exceptional student experience.

Main Duties

- Support in the onboarding process of new students, including various registrations, Freshers' Week organisation and participation, study materials and coordinating reading lists and assignments.
- Assistance with the Admissions Team with regards to checking and verifying non-standard entrance certificates and identification.
- Providing staff and student training, and maintaining the College databases and IT systems, such as the Virtual Learning Environment and Customer Relationship Management System.
- Financial matters, including managing student maintenance support for new and continuing students and bursary applications, liaising on fee invoices, all of which includes liaising with our Financial Controller and/or our CEO.
- Ongoing review of policies and procedures to ensure compliance with the student experience and student quality care.
- Working closely with the Student Support Adviser, personal tutors and Master on student welfare matters, which may include welfare support with students.
- Attending and minuting termly Student-Staff Liaison Committee meetings.



- Other regular tasks to include responsibilities for examinations, extenuating circumstances, library provisions, student letter requests and transcripts, room bookings, attendance matters, student surveys, etc.
- Taking guidance from and providing support to the Registrar and academics.

Person specification

Specification	Assessment criteria		
	Essential Desirable	Application	Interview
Education, Qualifications and Training			
Good undergraduate degree	E	X	
Proven intellectual ability to keep up with very bright co-workers and applicants	E		X
Degree in the humanities	D	X	
IT qualification or formal training	D	X	
Counselling/welfare training	D	X	
Experience			
Experience of working in an administrative role within the education sector	E	X	
Experience of working with academics and students and dealing with frequent queries on various matters	E	X	
Experience of working within a Higher Educational establishment	D	X	
Experience of working with overseas students, with possible knowledge of other languages	D	X	
Knowledge, Skills and Abilities			
Good written communications and strong interpersonal skills to deal with individuals at various levels	E		X
Excellent IT skills with experience of VLE and CRM platforms	E	X	



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Well-organised and able to prioritise and work under pressure	E		X
Experience of using Celcat, Moodle and Google platforms	D	X	
Ability to deal with highly sensitive and confidential matters	E		X
Experience within area of student finance and excellent numeracy skills	E	X	

Please note there will be a competency-based test, which will require no preparation.