



<b>Job Title:</b>	<b>Student Experience Coordinator</b>	<b>Job Category:</b>	
<b>Department/Group:</b>	Professional Services	<b>Job Code:</b>	To be decided (TBD)
<b>Location:</b>	London, United Kingdom	<b>Employment Type:</b>	Open ended and on-site.
<b>Level/Salary Range:</b>	£32,000 to £35,000, per annum	<b>Hours per week:</b>	35 (1.0 FTE)
<b>Reporting to:</b>	<b>Director of Student Experience</b>		
<b>Qualifications &amp; Experience:</b>	Degree or equivalent qualification and experience of working within Student Services at a Higher Education Institution		
<b>Job Description</b>			
<b>Main purpose of the job:</b>			
<p>To support and enhance the student experience of undergraduate and postgraduate students at SP Jain London School of Management (SPJL).</p> <p>This is a student-facing and varied role which requires the post holder to be proactive and in regular communication with students, monitoring their engagement and progression through their studies. The post holder will need to stay up-to-date with all the pastoral, professional skills, careers and social activities offered at SPJL so they can provide guidance and signposting to students as appropriate. Organising and leading events and improving student engagement is a key part of the role.</p> <p>Working under the Director of Student Experience, the post holder will need to communicate effectively and tactfully to support students' welfare, inclusion, retention and progression.</p> <p>Excellent organisational skills, initiative and the ability to interpret and apply complex information (i.e. SPJL regulations, student timetables), is essential.</p> <p>In fulfilling these functions, the post holder will foster and maintain a regular working relationship with colleagues across the wider School.</p>			
<b>Special conditions:</b>			
<p>As this role involves the organisation of events and activities for students, there may be the occasional requirement for attendance of these outside regular working hours.</p>			

**Main duties and responsibilities:**

Working closely with the Director of Student Experience, responsibilities include supporting enhancement activities for all students at SPJL from pre-entry to graduation.

**Support and Advice:**

- Provide advice and guidance to students on a wide range of issues.
- Refer students seeking professional wellbeing services, including Student Counsellors, to the Director of Student Experience.
- Refer students to other external professional services, including accommodation providers, when necessary and as appropriate.
- Responsible for everyday point of contact support ensuring that student enquiries are responded to appropriately and within agreed Service Level Agreements (SLAs).
- Provide advice and guidance to students who encounter problems during their studies. The post holder may be required to spend time discussing issues with students.
- Inform colleagues as appropriate about issues raised by students.
- Promote the delivery of student wellbeing sessions throughout the year.
- Identify and promote wellbeing initiatives to students throughout the academic year.
- Maintain records in accordance with service procedures and the Data Protection Act.
- Report and refer to the Director of Student Experience when there are concerns relating to significant or potential risk of harm to the student or others: This includes safeguarding concerns.
- Support students in developing student-led engagement activities (i.e. student societies).

**Global Learning:**

- Collaborate with the Director of Student Experience on the delivery of cultural and social Global Learning activities which will contribute to the overall Student Experience.
- Design, promote and deliver a vibrant, imaginative and well-run programme of activities and social events which enable students to form friendships and develop their social networks in the UK.
- Be familiar with and produce where needed risk assessments and policies to ensure all students and staff participate in Global Learning activities without incident.
- Organise and attend the Global Learning Committee meetings.

**Service delivery and development:**

- Participate in the formulation of School policy and procedures, particularly those relating to the delivery of student support services, and contribute to the development, delivery, and review of service provision in these areas.
- Liaise with colleagues to ensure effective signposting for service users and participate in internal and external meetings as required.
- Attend appropriate School committees, to discuss student experience initiatives and issues.

**Communication and liaison**

- Contribute to the production of information and materials and the organisation of events.
- Represent Student Services by participating in a range of activities at internal and external events.
- Actively encourage engagement in activities supporting the SPJL student experience.
- Support SP Jain London graduation ceremonies.

**Other duties**

- To represent the School at appropriate University committees.
- To undertake any other duties commensurate with the level of the post.
- To take responsibility for the health and safety in carrying out the duties of the role.
- To promote equality, diversity, and inclusion in the performance of the role.
- To actively participate in learning and development to meet the requirements of the role and the organisation.

**Person Specification****Essential Criteria:****Qualifications**

- Degree or equivalent or significant vocational experience demonstrating the acquisition of appropriate professional knowledge.

**Experience**

- Experience of working with a range of external partners and referring into their services.
- Experience of working within an advice, support or welfare environment.
- Experience of working on your own as well as part of a small team.
- Experience of working one-to-one with students / customers / clients.

**Skills, knowledge and abilities**

- Approachable, enthusiastic, diplomatic and flexible.
- Confident in dealing with challenging situations professionally.
- Ability to work autonomously and to prioritise own work.
- Good administrative skills and the ability to adhere to defined policies and procedure.
- Ability to suggest and implement improvements
- Proficient IT Skills and ability to use software for case notes.
- Commitment to supporting students with mental health issues and neurodiverse students.
- Understanding of key legislative requirements, e.g., the Equality Act, 2010; Data Protection (GDPR) legislation.
- Excellent communication skills and ability to empathise with students.
- Ability to help students with issues surrounding finance, welfare and personal matters.
- Ability to communicate, establish and maintain effective partnership working with colleagues at all levels within the Service / SPJL.
- Effective time management and the ability to work flexibly on projects simultaneously.
- Ability to analyse student data, conduct research and understand the skills environment.
- IT literacy including use of the full Microsoft Office suite (Teams, Word, Excel, PowerPoint, Forms); VLEs (e.g. Blackboard); relevant CRM/student databases (e.g. Tribal EBS); and social media.
- Commitment to working with diverse groups within the student body, and ensuring activities and information are fully accessible to all.
- Use initiative and have an innovative and developmental approach to work.

<p><b>Business requirements</b></p> <ul style="list-style-type: none"> <li>• Able to take a flexible approach to work.</li> <li>• Commitment to delivering a high quality student experience.</li> <li>• A Commitment to equality, diversity and inclusion.</li> <li>• A commitment to own professional development.</li> </ul>
<p><b>Desirable criteria:</b></p>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Evidence of recent CPD.</li> <li>• Appropriate professional accreditation.</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working within Higher Education.</li> <li>• Experience of working with International students.</li> <li>• Experience of working in advice and/or welfare in an education, community or other advice setting.</li> <li>• Experience of working with people from diverse backgrounds.</li> </ul>
<p><b>Skills, knowledge and abilities</b></p> <ul style="list-style-type: none"> <li>• Ability to work with students with Special Educational Needs and Disabilities (SEND) in a Higher Education setting and knowledge of the UK Disabled Students' Allowance (DSA).</li> <li>• Have an interest in and knowledge of Mental health charities, initiatives and support available to students in the UK.</li> <li>• Knowledge of the uses of assistive technology for study.</li> <li>• Knowledge of current trends pertaining to the Student Experience within the UK Higher Education sector.</li> </ul>