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| Job Description |  |
| Senior Student Advisor | Grade: 8 (Permanent) |
| Department: Chemistry | Location: Bloomsbury Campus |

#### Reports to

**LONDON’S GLOBAL UNIVERSITY**

**UCL PROFESSIONAL SERVICES ROLES**

#### The Senior Student Advisor reports to the Departmental Tutor with a dotted line to the Director of Education and Student Experience in the Faculty of Mathematical and Physical Sciences.

#### Context

The Senior StudentAdvisor is a new role in the Chemistry Department Student Lifecycle and Support Team and will contribute to the work of the Departmental Teaching Committee as well as work and conversations in the faculty.

To ensure students can make the most of their time at UCL, their wellbeing is crucial. We are therefore seeking to appoint a Senior StudentAdvisor to provide a strategic lead in supporting students, to provide direct support to students and signposting as part of the Departmental Student Lifecycle team, and to work towards enhancing and consolidating existing support systems. We are looking for an individual who has experience of working in student facing roles, and of providing wellbeing support, but also one that can collate and analyse data to help develop strategic ways to support our students better by contributing to conversations across the faculty. We aim to recruit a candidate who has a genuine interest in student welfare, and who will enjoy being part of a highly dynamic Teaching and Learning team.

The Senior StudentAdvisor will liaise closely with students and colleagues in the department, ensuring that students receive holistic and well-coordinated support, provide training and guidance to academic staff and provide analytics on student engagement and support. The Senior StudentAdvisor will work collaboratively with all departmental professional services and academic staff, as well as liaise directly with the departmental Student Support and Wellbeing (SSW) Student Advisor and other SSW staff to help to resolve complex student cases and promote the work of SSW in the department, while contributing to broader strategic conversations within faculty committees.

**The Chemistry Department**

The Chemistry Department at UCL is one of the top-ranked departments in the UK, with 100% of its outputs ranked as being world-leading (4\*) or internationally excellent (3\*) in the recent REF2021. The Department is committed to supporting excellence in both research and teaching. The department offers undergraduate BSc and MSci programmes in Chemistry and currently teaches ~750 undergraduates registered in Chemistry as well as students who select Chemistry on the Natural Sciences programme and first year Chemistry for Life students. The Department also offers a number of postgraduate taught master’s courses with ~100 students per year. The Department has an overall PhD student school of ~200 students. The Chemistry Department has >65 members of academic staff carrying out world-leading research.

**For further information please see our website** <http://www.ucl.ac.uk/chemistry>

#### Main purpose of the job

The purpose of this role is to support the wellbeing of Chemistry students and to enhance their experience throughout the entire university lifecycle from pre-arrival to graduation, by providing key administration and education support activities.

This role will provide effective, professional guidance and signposting to students on a range of issues relating to welfare, health, and support for academic progression. This role does not directly itself provide specialist practitioner support or clinically qualified treatment.

An important part of this work will be to support the processes around Extenuating Circumstances, as part of Chemistry’s Departmental Extenuating Circumstances Panel, and Summary of Reasonable Adjustments (SORAs), working with academic colleagues and in partnership with SSW to establish reasonable and effective methods of support or academic adjustments for students in situations of difficulty or with complex circumstances, and to signpost and recommend to both internal and external specialist services and treatment providers where necessary.

The role holder will also advise or lead on best practices and innovations to enhance the wider student support network and to create a welcoming environment for students in the department. This will include:

* To provide management for the Department’s Student Lifecycle Team.
* To support the work of the SSW Student Advisors and integrate their work into the departmental support strategy.
* To provide the Student Lifecycle Team with key analytic data on student engagement, attainment and wellbeing.
* To coordinate actions with the Student Lifecycle Team to develop, improve and manage processes that identify and support vulnerable students and ensure they meet UCL’s regulations and requirements; e.g. attendance monitoring systems, extenuating circumstances, and student induction activities.
* In liaison with the Departmental Tutor and Student Lifecycle team, to provide direct support to students, on their wellbeing (years 2/3/4 of undergraduate) either from direct contact, SSW referral or those identified from data as requiring interventions. To refer all students onto SSW and other support resources when required.
* To provide training and promote support services to academic staff (e.g. personal tutors, supervisors, and other front line academic staff) to raise awareness of potentially vulnerable students and to encourage and support staff, with input from SSW, in referral techniques.
* To deliver regular briefings and communications to students about available wellbeing support (that is provided by SSW as well as across UCL), and maintain information on appropriate UCL platforms regarding this.
* Ensure thorough knowledge of policies, issues and legislation relating to support for students, including current provision and best practice at other higher education institutions.
* Where appropriate, to be a named Wellbeing contact for colleagues in the Department in relation to student cases and queries.
* Actively contribute to committees, forums, and working groups in areas relating to student support across the faculty and assist the Director of Education and Student Experience in the Faculty of Mathematical and Physical Sciences on various initiatives across the faculty.

**Duties and responsibilities**

* To work to develop a good understanding of local and departmental cultures and needs.
* To provide regular drop-in sessions for academic and professional services staff in the department so that all staff are aware of suitable support mechanisms.
* As part of the student lifecycle team, to be a point of contact for students who encounter issues that affect their studies, signposting them to other services as appropriate. This may include complex and challenging situations related to highly sensitive student issues and will involve arranging and managing one-to-one meetings with students in Chemistry.
* Meet regularly with students (this may be individually or in groups) to understand any issues and challenges they have, assess needs, and work with SSW and faculty to ensure appropriate support is in place, highlighting any gaps or needs.
* In partnership with the SSW Student Advisor, connect with new students before arrival and during induction to cover expectations of UCL and the programme, aspirations for the future, and any specific needs to be supported.
* To work closely with the Student Lifecycle team, the Departmental Tutor, Year Leads and professional services staff, to ensure key issues in relation to student support are shared and discussed.
* To collect, collate and analyse key analytical data on attendance, engagement and attainment for the Student Lifecycle Team. To identify key issues – whether cohort or individual students to the Student Lifecycle Team for further action.
* To ensure that departmental Mental Health First Aiders are in place, trained and to manage specific student cases (arising from specific support required from SORA, particularly in laboratory environments).
* To support and provide guidance to the designated safeguarding leads in the department and deputise for Safeguarding Lead when required.
* To support the Attainment Gap Lead with data and up to date advice on supporting students from disadvantaged or minority backgrounds and engage with committees and forums at faculty level in this area.
* To manage complex student cases in an effective, joined-up and cohesive manner.
* To promote the Student Health and Wellbeing Strategy and help foster a culture of wellbeing, encouragement and inclusion within the department.
* To attend and contribute to relevant departmental, faculty, or UCL-wide working groups, committee meetings and forums. To ensure student health and wellbeing are considered in all key decisions and developments.
* To provide information and contribute to relevant training within the department to ensure best practice in student inclusion, belonging, support, signposting and referrals is understood, applied and shared.
* To advise the department in relation to their local teaching and learning, and support activities helping ensure that these are welcoming, inclusive and promote diversity and equality for all.
* To liaise between the department and SSW. To ensure student Statement of Reasonable Adjustment (SORA) documents are produced, shared and enacted promptly and effectively. To advise SSW on the different activities and assessments within the department and to provide clear guidance to SSW on the design of suitable adjustments.
* To advise colleagues in the department in relation to the best implementation and enactment of student SORA documents.
* To identify relevant training needs and implement appropriate solutions.
* To ensure the confidentiality of students’ personal information in accordance with General Data Protection Regulation (GDPR) and relevant UCL protocols and policies.

**Miscellaneous**

* Commit to both attend and contribute to mandatory specialist and bespoke training as required by UCL in relation to student welfare situations and application of policy and process.
* To undertake all work in line with UCL policies, procedures and regulations, and UCL’s behavioural framework, Ways of Working. To ensure at all times the promotion of equality of opportunity and non-discrimination in accordance with UCL’s Equal Opportunities policies.
* To maintain an awareness and observation of fire and health and safety regulations.
* To carry out any other duties commensurate with the grade and purpose of the post, as requested by the line manager or Head of Department/Division.
* To be flexible and adaptable to the requirements of the Department of Chemistry and responsive to changing needs and priorities. The Senior Student Adviser’s objectives and relevant duties are agreed, reviewed and updated with the postholder, their line manager and the Departmental Manager.
* To be aware of and act upon:

Disciplinary procedure and disciplinary rules

Grievance procedure

Section 7 and 8 of the Health and Safety at Work Act

# Person Specification

| **Criteria** | **Essential or Desirable** | **Assessment method**  **(Application/Interview)** |
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| **Qualifications, experience and knowledge** |  |  |
| Good general education to Honours degree level or the equivalent | Essential | A |
| Substantial knowledge of the HE sector, in particular student services management and administration, both undergraduate and graduate and both UK and international | Essential | A/I |
| In-depth knowledge of national and international trends and innovations in the provision of student services | Essential | A/I |
| Experience of designing and implementing strategic and policy plans; and of undertaking review of business processes | Essential | A/I |
| Experience of managing student services within a university or similar institution, or managerial experience with an understanding of the issues associated with these service areas | Desirable | A/I |
| Experience of managing urgent and complex student situations | Essential | A/I |
| Experience of presenting and delivering training to both small and large audiences | Essential | A/I |
| Experience of enhancing staff engagement through training, feedback and focus groups | Essential | A/I |
| Experience in supporting students affected by health and welfare issues which are impacting on their ability to engage effectively with their study | Essential | A/I |
| Experience of interpreting and advising on complex regulatory matters and developing guidance documents | Essential | A/I |
| Experience of preparing student and stakeholder focused publications | Essential | A/I |
| **Skills and abilities** |  |  |
| Excellent IT skills including working knowledge of MS Office software, electronic communication | Essential | A |
| Excellent written and verbal communication skills, including the ability to convey complex information to audiences with varying concerns and levels of understanding across all mediums | Essential | A/I |
| Excellent interpersonal skills, including an empathic and enabling approach to working with colleagues and students | Essential | A/I |
| Ability to foster good working relationships with a wide range of individuals, including senior stakeholders | Essential | A/I |
| Ability to initiate work and follow through on commitments to people and tasks | Essential | A/I |
| Excellent organisational skills and attention to detail with a track record of meeting deadlines and targets | Essential | A/I |
| Ability to prepare and present reports and plans effectively to a diverse range of stakeholders | Essential | A/I |
| Ability to design and deliver training sessions, ensuring these are continuously updated in line with changing needs, circumstances and feedback | Essential | A/I |
| Ability to apply and devise policy and strategy, service standards and performance indicators | Essential | A/I |
| Ability to think and react quickly in changing circumstances | Essential | A/I |
| Ability to remain calm and courteous under pressure | Essential | A/I |
| Highly developed analytical and problem-solving skills | Essential | A/I |
| **UCL Ways of Working for professional services** |  |  |
| Taking pride in delivering an excellent service to colleagues, students, partners and the wider community | Essential | A/I |
| Demonstrating clarity in how own work supports UCL’s mission and goals | Essential | A/I |
| Sharing relevant knowledge and experience | Essential | A/I |
| Responding proactively and appropriately to the needs of colleagues, students and partners | Essential | A/I |

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**Terms & Conditions of Employment**

The post is a UCL grade 8 post, the salary for which ranges from £51,474 - £60,51 per annum (including London Allowance of £4,500 p.a.). Starting salary is usually £51,474 pa.

Progression through the salary scale is incremental. Cost of living pay awards are negotiated nationally and are normally effective from 1st August each year. UCL’s non-clinical pay and grading structure is at <http://www.ucl.ac.uk/hr/salary_scales/final_grades.php>.

UCL’s terms & conditions for research, teaching and professional services staff are at:

<https://www.ucl.ac.uk/human-resources/conditions-service-research-teaching-and-professional-services-staff>

The full range of benefits is at <http://www.ucl.ac.uk/hr/benefits/employee_benefits.php>

**General information for Overseas Applicants**

<https://www.ucl.ac.uk/human-resources/working-ucl/employment-contract-administration-team/immigration>

<https://www.ucl.ac.uk/human-resources/working-ucl/relocating-uk-guide>

**Equal Opportunities**

[www.ucl.ac.uk/hr/docs/equal\_opportunity.pdf](http://www.ucl.ac.uk/hr/docs/equal_opportunity.pdf)

The Department has been awarded a Silver Athena Swan Award and we support the Athena beliefs that:

* The advancement of science, engineering and technology (SET) is fundamental to quality of life across the globe.
* It is vitally important that women are adequately represented in what has traditionally been, and is still, a male-dominated area.
* Science cannot reach its full potential unless it can benefit from the talents of the whole population, and until women and men can benefit equally from the opportunities it affords.

Further information on Athena Swan is at <http://www.athenaswan.org.uk/>

# Apply

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| To apply for this position visit:ucl.ac.uk/jobsSearch under Ref no: B04-04908 Informal enquiries regarding the vacancy or application process can be made to: [hr.chem@ucl.ac.uk](mailto:hr.chem@ucl.ac.uk)  **Applications should be completed online** [**http://www.ucl.ac.uk/hr/jobs/**](http://www.ucl.ac.uk/hr/jobs/), |