**PART 1 – TO BE COMPLETED FOR ALL ROLES –**

**The role description and person specification are key documents in the application pack and they should also be used for shortlisting and interviewing to ensure candidates match key criteria.**

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| Pastoral Support Co-ordinator | ENU_Logo_CMYK |
| **Role Description** |  |

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| **Grade & Salary:** | Grade 4 University Salary Scale |
| **Campus Location:** | Sighthill |
| **Line Manager:** | School of Health & Social Care Pastoral Support Advisor |
| **Line Management Responsibility for:** | n/a |
| **Organisational Structure:** | [ ]  Tick to confirm attached |
| **Role Summary:** | Acting as first point of contract for all information and enquiries into the Pastoral Support team within the School of Health & Social Care (SHSC) whose aim is to ensure an excellent, personalised student experience and a range of wider activity to enhance student retention, progression and satisfaction. |
| **Main Duties and Responsibilities** |
|  | Act as first point of contact for the pastoral support team. This will involve managing enquiries; providing information; facilitating access to individual support; and signposting/ making referral to wider University supports, as appropriate. |
|  | Provide appropriate and accessible guidance and information to SHSC students, individually and collectively, at each stage of the student journey, from pre-entry to graduation. |
|  | Responsible for the effective organisation and operation of the Pastoral Support team ensuring that the necessary administrative systems and processes are in place and are operating effectively. |
|  | Develop and maintain an efficient and effective records management system to control the creation and maintenance of sensitive records ensuring compliance with all necessary legislation such as data protection and GDPR. |
|  | Collate data around the team’s work with students to support service monitoring / evaluation and report writing. Draft reports as required and provide recommendations based on findings with the aim of reducing waiting times and responding to referrals in a timely manner.  |
|  | Design questionnaires for students and collate post-event feedback and use this to further develop service provision. |
|  | Pro-actively promote the services and opportunities available through the Pastoral Support team to students and staff using a variety of communication channels including social media.  |
|  | Working collaboratively with colleagues across the University to promote the services of the Pastoral Support team and develop/streamline processes, procedures and services.  |
|  | Responsible for the organisation of staff briefing and learning events around student issues and student support. Work collaboratively with a range of colleagues to ensure that these are planned effectively. |
|  | Acting as note-taker to record support conversations with students; maintaining confidentiality at all times.  |
|  | Assist in the design and delivery of specific team tasks and projects to enhance the quality of the student experience. A degree of independence will be expected, but within frameworks agreed in advance and with ongoing support and supervision available. |
|  | Contribute to projects and initiatives as consistent with the role. While these will always be in response to identified need, these will also be developed in conjunction with the role holder and aligned with their skills and interests  |

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| **Person Specification** |  |

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| **Attributes** | * **Essential Selection Criteria**
 | **Desirable Selection Criteria**  |
| Education/Qualifications | Degree or equivalent, relevant experience |  |
| **Experience**  | Proven track record in supporting clients/students in difficult situationsDemonstrable administrative experience in a customer-facing roleOrganising and facilitating group support or social events | Experience of working in Higher or Further EducationKnowledge and understanding of student experience issuesExperience of working in health and social careInvolvement in training, mentoring and/or personal/ professional development programmes Project management |
| **Skills/Personal Requirements** | Commitment to students, the quality of their experience and to their success now and in the futureAbility to work independently and as an effective part of a teamAbility to maintain confidentiality and deal with a diverse range of clients with professionalism and respect and in line with legislative requirementsCommitment to high standards and customer focus with experience of monitoring service standards Excellent communication skills – written and verbal Excellent IT skills including use of spreadsheets and databasesWell-developed time management, planning and organisational skills | Flexible approach to working outwith normal hours, when required |

* *Essential Selection Criteria* are mandatory requirements for a post-holder. If a potential candidate does not evidence all of these requirements in their application form they do not meet the essential criteria of the role and, therefore, will not be short-listed for interview.

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