

# Job Description

<b>Job Title:</b>	<b>Student Support Officer</b>
<b>Department:</b>	Student Support
<b>Responsible to:</b>	Senior Student Support Officer
<b>Job Purpose:</b>	
<p>To provide high quality information, advice and guidance (IAG) to students in a frontline position at UCLan Cyprus. In addition, the post holder will be responsible to support, develop and implement the Student Support Department's strategy and plan, and therefore will play a vital role in initiatives, such as induction activities, and student experience, student engagement, alumni building, pastoral support, and ensure dissemination of student support information.</p>	
<b>Main Duties and Responsibilities:</b>	
<ol style="list-style-type: none"> <li>1. To support the planning and efficient implementation of the Student Support Strategic Plan, covering all aspects of the Student Journey, under the supervision of the Senior Officer.</li> <li>2. To be responsible for the generic student support frontline service and ensure high quality of IAG is provided to all students, with accurate and up to date information and advice on a wide range of subjects (financial, migration, academic regulations, code of conduct, procedures, etc), face to face, by email and by telephone, and during various information events of the University representing the Student Support Services (such as Open Days).</li> <li>3. To coordinate and communicate efficiently with the Senior Officer, the other Department's officers, and with all related departments in order to ensure the IAG communicated to students is correct and coordinated, these include: Admissions, Finance, Administration, Library, WISER/Language Academy, Course Leaders and Academics, the Rector and COO.</li> <li>4. To be familiar with the student journey processes of the university and all other related/involved departments and support internal communication to ensure good student experience. To signpost and refer students to specialist staff, where appropriate and available.</li> <li>5. To welcome the International Students and support the provision of full information, advise and support upon their arrival, to follow up during their period of study at UCLan Cyprus and to ensure they feel satisfied and engaged throughout their journey with UCLan Cyprus, both on campus and for their wellbeing and student life.</li> <li>6. To coordinate with the Senior Officer for the implementation and reporting of the Feedback Questionnaires and other Surveys and liaise with related departments and the Rector.</li> <li>7. To be responsible for the administration both paper and documentation and systems and records of the whole Student Support Department, across all functions e.g. verification of student status letters and other documentation required by students to support their study at UCLan Cyprus.</li> <li>8. To be responsible for the student data collection and update of internal office records.</li> <li>9. To work with the IT Team and Senior Officer to ensure the records of students under Student Support are recorded electronically, in systems, where reports can be issued, shared with other departments, decisions can be taken from the data recorded, and ensure ability to monitor and make decisions to enhance student satisfaction and engagement is automated. These include records on student attendance, students records on extra-curriculum activities, accomplishments, CPDs, competitions, participation and engagement records in clubs and societies, alumni records and updated information, etc.</li> </ol>	

10. To be responsible and ensure dissemination of information from the Student Support to the students and promote student support services in a positive way through presentations, updating the website, distributing leaflets, and social media. In coordination with the senior officer, to support with the announcements and posts on the student support services social media platforms
11. To be responsible for the UCLan Cyprus Alumni Association (update of alumni records, contact details, dissemination of emails and announcements, consent records, alumni events and competitions) in collaboration with other departments.
12. In collaboration with the Senior Officer, to complete follow-up calls to students and record any justifications on student absences throughout the academic year.
13. To be responsible for student volunteering opportunities. To liaise with volunteer organisations and services in Cyprus and inform students
14. To support the Induction Process of new students in coordination with the student support services team, Senior Officer and other departments. To prepare welcome gift bags and support with the induction in-class or online presentations of the student support services.
15. To support where needed with the Disability Provision and its execution through the year and as per the student journey (admissions, exams invigilation, special invigilation, etc) and maintain update records and reports.
16. To support with the communication with the Psychological Wellbeing and Counselling Center, to ensure the counselling service of the Department is known to the students, with the coordination of the Senior Officer.
17. To support the Student Engagement section of the Department, via student activities, Clubs and Societies (start, follow up, participation, new ones), through the year, that will aim for student's life enhancement, satisfaction, as well as identifying in advance areas that need further support, through questionnaires, freshers 1-2-1 meetings, elementary counseling-type of meetings, etc.
18. To support the Retention Enhancement efforts of the department and the university, by being involved in the implementation of the related actions, such as freshers meetings, counselling meetings, student life, and other actions that will enhance students retention.
19. To participate in various committees, to represent or support representation of the students, and follow up on the actions of the meetings.
20. To support the implementation of student-related activities and events, such as Career Fair, Graduation, etc.
21. To undertake such other relevant duties and responsibilities appropriate to the grade, as may be determined by the Senior Officer, Rector and COO.

Signature:

Date: