

Job Description

Job Title:	Student Support Officer
Department:	Student Support
Responsible to:	Senior Student Support Officer
Job Purpose:	
<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>	
Main Duties and Responsibilities:	
<ol style="list-style-type: none"> 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. 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). 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. 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. 5. To be responsible for the welcoming of the international students, to ensure full information, advice and support is provided to them upon their arrival at the University, to follow up with them on their legal status (visa related matters) both before and during their period of study at UCLan Cyprus. To welcome them and ensure they feel satisfied and engaged throughout their journey with UCLan Cyprus, both on campus and for their wellbeing, student life and experience. 6. To be responsible, in coordination with the Senior Officer, for the implementation and reporting of the Feedback Questionnaires (i.e. MFQs, Freshers Surveys) and other Surveys, and liaise with related departments and the Rector. 7. To provide student administration documentation e.g. verification of student status letters and other documentation required by students to support their study at UCLan Cyprus. 8. 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. 9. To monitor and update the information systems relevant to student support and provide reports as requested by the Senior Officer, the COO, the CFO and the Rector. 	

10. To support the 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.
11. To be responsible for the Disability Provision and its execution through the year and as per the student journey (admissions, exams, special invigilation, etc) and maintain update records and reports.
12. To be the liaison officer and line of communication with the University's Psychological Wellbeing and Counselling Center. To ensure that the Department is informed of the difficult cases related to students' wellbeing, only where this is necessary, and always in line with the GDPR and confidentiality policy. To communicate any issues that need reporting to Rector/COO.
13. 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.
14. To support the Student Council creation, elections and follow up on their involvement, activities, and support & coach them through the year.
15. 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 support the students' reps and buddies and other related methods that will enhance students retention. In collaboration with the Senior Officer, to complete follow-up calls to students and record any justifications on student absences throughout the academic year.
16. To offer support to the WISER services, whenever required.
17. To support the preparation and implementation of the Buddy Scheme and Course Representatives Scheme.
18. To develop and provide frequent reports and proposals to the Senior Officer, Rector and COO to showcase the progress made with student engagement, to ensure updated record keeping for international students, for disability cases, for counselling cases, for the various questionnaires, and other reports that might be requested or deemed needed.
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.

Name:

Date:

Signature: