**Role Profile**

**Job Title: Student Wellbeing Administrator**

**Reports to: Head of Student Services**

**Reports: N/A**

**Job Purpose:**

Working within the Disability & Wellbeing Team, the post holder acts as the initial point of contact through front line support, telephone and email queries, referring students to; advisers within the Disability & Wellbeing Team, other departments within ICMP, external organisations, professional practitioners and/or specialist support staff and booking appointments as appropriate. They will support the continued development, organisation, promotion and evaluation of the service and will implement changes under guidance from the Head of Student Services where appropriate. The role holder will possess excellent communication skills, be able to work in a proactive, independent manner and demonstrate resilience and empathy for students managing ongoing and complex difficulties.

The Disability & Wellbeing team provides advice, guidance and access to specialist support in the following areas; general wellbeing, disability, mental health, financial support for students experiencing severe financial hardship and onward referral to professional practitioners including counsellors.

**Principal Responsibilities**

* *Welcome and register new students; coordinating and prioritising the waiting lists; booking appointments and maintaining online calendars; arranging appointments and cancellations to ensure the effective running of the daily appointments system. Managing the email and answering the phone*
* *Coordinate the team’s activity, including maintaining electronic calendars, booking appointments and confirming arrangements with the Disability & Mental Health Advisers.*
* *Work collaboratively with the Academic Support Team to provide a first point of contact for students who may be vulnerable or distressed.*
* *Assist with the production and updating of literature used within the department and updating display areas and noticeboards.*
* *Work closely with the Head of Student Services to improve administrative processes and systems, aligning approaches across the team.*
* *Provide general administrative support for members of the Disability & Wellbeing Team.*
* *Update and maintain confidential student files and information.*
* *Assist in the planning, organisation, and delivery of a programme of student wellbeing activities/ campaigns such as World Mental Health Day, Dyslexia Awareness etc.*
* *Assist in the organisation and delivery of specialist support to disabled students, liaising with relevant external partners & professional practitioners and delegating tasks to team members as appropriate.*
* *Ensure the timely reporting of safeguarding issues to the Designated Safeguarding Lead and/or relevant members of the Safeguarding Team and provide administrative support to staff and students as required.*
* *Liaise with staff from across ICMP to support appropriate data sharing and adherence to Data Protection policies*
* *Attend and assist (on a rota basis) with Open Days.*
* *Servicing Officer for the Refund Committee and Prevent Steering Committee.*
* *Complete other duties as assigned by the Head of Student Services.*

**Knowledge**

* *Previous experience in a similar role in a higher Education environment or similar context.*
* *An understanding of procedures and regulations, e.g. have the ability to interpret procedures to staff and students.*
* *To use initiative and work independently, being a self- starter and positively influencing others through a proactive approach.*

**Experience**

* *Experience of working in a customer focused environment*
* *Experience of using a CRM system and/ or student records system.*
* *Previous administrative experience gained within a busy office environment.*
* *Possess numeracy skills and be able to manage financial and record keeping systems*
* *Experience in handling sensitive information and situations*

**Skills**

* *Proficient in the use of MS Office, particularly Word, Excel, Powerpoint and Outlook and be able to learn administrative systems as appropriate.*
* *Excellent organisational skills; able to complete tasks within stated timeframes.*
* *Working knowledge of Disability & Wellbeing issues within a student centered environment.*
* *Working knowledge of Equality and Diversity Legislation*
* *Working knowledge of GDPR and confidentiality issues.*

**Communication Skills**

* *To deliver a professional and polite service at all times, maintaining a clear focus on customer satisfaction and have the ability to deal effectively with a wide range of people accessing services*
* *To be able to take a lead in communicating effectively with people who are upset or distressed, on occasions needing to explain details to someone with a limited understanding of the topic.*
* *To be able to communicate in a clear and professional manner, both verbally and in writing to a range of internal and external clients*
* *To maintain confidentiality at all times when discussing student issues.*
* *Develop good working relationships with key contacts throughout the department and the wider institution.*