

Job Profile

Person Specification

Job Details

Job Title:	Student Academic and Pastoral Support Coordinator	
School/Dept/Institute & Centre:	Student Academic and Pastoral Support, Queen Mary, Malta Campus	
Reports to:	Head of Student Academic and Pastoral Support	
Grade 8 / Salary:	€24,694.12 - €26,764.12	Full-Time Reduced – 35hours per week
Appointment period:	Indefinite	
Location:	Gozo, Malta	

Job Context

The post of Student Academic & Pastoral Support Coordinator is vital in providing administrative support and aiding in the smooth running of the Student Academic and Pastoral Support Office, managing Occupational Health confidential records, student support functions, and contributing to enhancing the student experience. The post-holder will need to work with colleagues throughout the university, therefore applicants will need to demonstrate excellent organisational skills and the ability to work with a wide range of stakeholders. They will also need to be empathetic to the needs of the students and have insight into the importance of effective administrative structures and processes.

Job Purpose

The Student Academic and Pastoral Support team are responsible for monitoring and supporting the academic and pastoral needs of individual students as they progress from the beginning to the end of their studies, i.e. over a period of five years.

The overall role of the Student Academic & Pastoral Support (SAPS) Coordinator will be to support a team of Professional Services and academic staff, and to maintain exemplary record keeping and data collection in an environment where service user data is sensitive and where the accuracy of records and data determines how effectively and safely the service responds to individual student presentations. This is especially relevant to high-risk cases and institutional duty-of-care.

The post-holder will co-ordinate the various support services and systems and ensure effective liaison between the Head of Student Academic and Pastoral Support, the Senior Tutor scheme and Mentors. They will also work with both internal and external healthcare providers and will liaise with representatives of the Health Promotion and Disease Prevention Directorate, Public Health Malta in order to provide students with an efficient occupational health service.

Main Duties & Responsibilities

1. Act as first point of contact for students, particularly those requiring appointments with staff providing academic, pastoral, or developmental support. This will require maturity and the ability to deal with potentially distressed or unwell students in a calm and empathic manner.
2. Update and manage student record systems and maintain student files, keeping thorough, accurate and up-to-date client case notes ensuring compliance with the Service's Code of Confidentiality, professional standards, and the Data Protection Act.

Main Duties & Responsibilities

3. Distribute information to students and staff about support services available and ensure information on the student support webpage is accurate and up to date.
4. Allocate and manage Senior Tutors and Mentors to groups of students, maintaining appropriate records.
5. Book appointments with other external agencies including, but not limited to, the Psychiatry service at the Gozo General Hospital, Study Skills practitioners, and the Dyslexia & Disabilities service.
6. Manage administrative processes relating to student support such as interruption of studies, return to studies, Occupational Health referrals, and UKFPO applications.
7. Deal with sensitive and confidential information, acting as a liaison point and providing information as appropriate to staff to support their interactions with students in all formats.
8. Co-ordinate Occupational Health requirements and maintain updated confidential records.
9. Responsible for the effective provision of secretarial and administrative support to the Academic and Pastoral Support team, including handling enquiries, dealing with correspondence, attending, and arranging meetings, and streamlining processes where required.
10. Act as Secretary to working groups, including Academic Review Group Meetings, Student Support Board and Senior Tutor meetings, including the preparation and circulation of minutes and agendas, as well as room and catering bookings.
11. Promote and comply with the QMUL Equal Opportunities Policy and any relevant legal requirements.
12. Liaise with colleagues in London to ensure the effective quality provision of the service for students.
13. To carry out any other duties commensurate with the level and responsibilities of the post as may be required by the Head of Academic and Pastoral Support and the Deputy Dean for Education.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonable requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Requirements	Essential / Desirable
Qualifications	
Diploma or equivalent qualification, or equivalent relevant experience	E
Previous experience working in higher education or administrative role	E
Knowledge, Skills and Experience	
Able to maintain confidentiality and demonstrate a high degree of discretion	E
Ability to meet new situations with innovative responses taking in a range of often complex and contradictory considerations	E
Ability to communicate effectively orally, and in writing, with staff at all levels	E
Recent experience of working in a Higher Education and/or similar environment	D
Ability to write reports	E
Excellent organisational skills including the ability to prioritise a varied workload and meet deadlines	E
Excellent written and verbal communication skills demonstrating the ability to communicate with colleagues and stakeholders at all levels	E
Strong interpersonal skills with the ability to develop effective working relationships	E
Strong IT skills including MS Office packages (Outlook, Word, Excel) and databases	E
Proven analytical and problem-solving capability	D
Ability to meet new situations with innovative responses taking in a range of often complex and contradictory considerations	E
Flexible and co-operative team member	E
Professional approach and the ability to promote the school as a professional, friendly, and welcoming environment to all stakeholders	E

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.