

Job Profile

Person Specification

Job Details

Job Title:	Student Support Officer	
School/Dept/Institute & Centre:	Student Academic and Pastoral Support, Queen Mary, Malta Campus	
Reports to:	Head of Student Academic and Pastoral Support	
Grade 6 / Salary:	€30,386.12 – €34,216.12	Full-Time – 35 hours per week
Appointment period:	Indefinite	
Current Location:	Gozo, Malta	
Work Activity type:	Administration	

Job Context

In addition to the campuses in London, Queen Mary University of London also operates from a campus in Gozo, Malta. In 2017, the Faculty of Medicine and Dentistry launched a 5-year medical degree programme in Malta. We moved into our flagship campus building in October 2019, and now have unrivalled facilities for staff and students alike. Our campus is located on the grounds of Gozo General Hospital, in the centre of Victoria, the capital of Gozo, Malta.

We are now seeking to appoint a dynamic and motivated individual for the position of Student Support Officer. The post is critical to the university's ability to meet the needs of its students with mental health difficulties as required under the Equality Act. Given that the post-holder will need to work with colleagues around the university to implement support for students with mental health difficulties, a professional background is essential. A pivotal responsibility of this role is the implementation of relevant programs that work to improve student well-being.

The role is offered on a permanent basis. Applicants need to be able to demonstrate considerable flexibility, drive, and sensitivity to strategic priorities. The role will be based at the Malta (Gozo) Campus, with regular ongoing contact between relevant teams in both Malta and in the UK.

Job Purpose

To contribute to the smooth running and development of the Student Academic and Pastoral Support Office and student support functions.

Main Duties & Responsibilities

- To act as a first point of pastoral contact for all taught students, responding professionally and courteously to queries in person, by email and by phone, upholding the reputation of Queen Mary University of London, Malta Campus at all times.
- To provide support for all students within the school in conjunction with the academic advisors, providing first-line pastoral and academic advice through structured sessions and informal drop ins.
- To actively seek out and meet with students whose engagement falters, with a view to helping them make improvements and meet the required standards.
- Responsible for assisting in developing school strategy to improve and monitor student engagement with a view to collate information for engagement records; assist with the identification of students with engagement issues.
- Develop an understanding of the school's vision of the student experience and contribute to the development of the long-term strategy, particularly focusing on retention and success.

Main Duties & Responsibilities

- Act as the key link person within the school for central Queen Mary Support Services including Disability and Dyslexia, advice and specialist support, and external therapy providers in Malta, and keep up to date on any new initiatives/changes to these services.
- Develop and manage special projects relating to strategic priorities as determined by the SAPS management team where these impact on student wellbeing (e.g., retention and participation).
- Work with colleagues to develop and maintain common standards for student support across the school based on best practice.
- To maintain appropriate information relating to student needs and provision of support, and to prepare relevant reports for school committees as required, including identifiable trends, impact assessment and outcomes.
- Provide professional support for processes linked to progression processes (including student de-registration, interruption, return to studies, extenuating circumstances, subject examination boards, UKFP etc.).
- To use triage skills to identify important or urgent issues and ensure that they are escalated appropriately to the relevant support services, signposting to external services where required. Ensure these are confidentially documented on the internal systems.
- To take a proactive role in raising awareness of mental health and wellbeing issues for students, through the preparation and dissemination of information and guidance materials, workshops and events for students and staff, for delivery via a variety of media.
- To work with Senior Managers, including Heads of Schools and key staff within the Security Service, in the management of critical incidents where mental health may be a contributing factor.
- To carry out any other duties commensurate with the level and responsibilities of the post as may be required by the Head of SAPS.

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.

Qualifications	Essential	Desirable
Degree (or equivalent qualification) or equivalent experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Further educational or professional qualifications (e.g. MHFA, coaching, advice and guidance)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience/Knowledge		
Substantial relevant experience of working effectively with students or in an administration environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge and understanding of work practices, processes, and issues relevant to student support, including awareness of student and academic issues and knowledge of relevant current government advice and guidance.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience of working within established regulations and ensuring compliance with policies and procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of supporting individuals with pastoral or academic issues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of working within a confidential environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of working with individuals experiencing homesickness and/or a range of mental health issues.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience of working with individuals with neurodivergence and/or additional needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience in delivering PowerPoint presentations / talks to students or individuals.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Skills/Abilities		
High-level interpersonal skills including relationship building and to communicate effectively using a range of media and in person with a customer-oriented approach.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to detect problems and devise appropriate solutions and procedures independently.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to understand complex issues and problems and to deliver practical solutions and procedures independently.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work independently, using own initiative, to organise and prioritise a significant number of varying demands	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to work with tact and confidentiality when dealing with sensitive/confidential issues, able to respond to students in an empathic and professional manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good IT skills, including proven experience of working with management information systems, effective use of data / spreadsheets, databases and software to analyse and present complex information.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other		
Ability to empathise with a range of individuals and cultures and provide a calming environment to discuss concerns.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Willingness to attend training courses and maintain an up-to-date knowledge of the wider issues affecting students in higher education.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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.