

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Intern opportunity for Student Support Advisor – Wellbeing/Pastoral/Career Development
Post Holder	
Accountable To	Student Services Team Lead
Responsible For	Providing student centred wellbeing/pastoral and careers development advice, guidance and signposting to support transitions, achievement and progression to further study and/or employment.
Department	Student Services

Overall Purpose of Job
<p>This Intern Student Advisor role enables graduate level entrants the opportunity to develop experience towards a career in front line Information, Advice and Guidance for students undertaking study or upskilling. The main aim of the role is to ensure students can access the appropriate support available to maintain their study, achievement and positive progression.</p> <p>To assist in the delivery of an inclusive student support service across the College by providing pastoral, wellbeing and career progression advice and guidance. Liaise with partner organisations to access appropriate support and interventions and to provide information, advice and guidance. Support students, College staff and other stakeholders involved in the learner journey to HN and degree level study or into employment.</p>

Main Duties and Responsibilities
<ul style="list-style-type: none"> • Assist in the delivery of an effective set of inclusive services to support students across the College at pre entry, induction, on programme and progression stages of the student journey in ways that contribute to high levels of retention, achievement and attainment. • Assist in the delivery of the frontline student support service delivering pastoral and wellbeing support, general student advice and guidance relating to the College and its offer including admissions and progression support. • Provide dedicated support and guidance for students who are, or intend to, progress or articulate to University including support through the UCAS system by means of workshops, activities, and one to one support. • Build a constructive and purposeful relationship with SDS, colleagues and other partners to understand how to support all aspects of CIAG delivery • Develop a sound knowledge of the SDS web service, My World of Work (MyWoW), to use and promote with customers • Develop own knowledge and understanding of Career and Labour Market Intelligence and be able to support customer learning in these areas

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- Assist in delivering effective internal and external communications and engagement activities between the Student Support service and its various stakeholders.
- Assist in the provision of general advice, guidance and support relating to student funding, SAAS, benefits, housing and other additional financial, wellbeing and mental health guidance. Including support with transport queries.
- To work as an integral part of the wider Student Support Department and liaise closely with the other services including Learning Support, Achievement Coaches, Curriculum Learning Managers and other Student support functions.
- Ensure compliance with College policies and procedures.
- To liaise, support and work in partnership with the Students' Association to augment the student experience.
- To ensure confidentiality and maintain accurate records of support given and understand when and with whom critical information can be shared under GDPR processes.
- Assist with co-ordinating the UCAS application, monitoring and submission process to ensure student applications are completed and submitted within the UCAS timelines.
- Assist with monitoring UCAS applications, clearance and liaise with appropriate College personnel to provide destination tracking and accurate participation data.
- To undertake any other duties to support the effective and efficient operation of the College as directed by the Head of Student Services or Line Manager.
- Attendance at internal and external meetings as required

To undertake Personal and Professional Development:

- Adopt flexible working methods to meet the changing needs of the College
- Develop and maintain high quality standards appropriate to the post
- Develop and maintain professional standards and expertise by undertaking relevant professional development

To demonstrate appropriate Competency and Behaviours:

- Promote and comply with legislation including Health and Safety, Equalities and Inclusion, General Data Protection Regulation, Prevent and Safeguarding
- Conduct yourself at all times in line with our college values and behaviours
- Comply with College Policies and Procedures relating to Staff and Students

You may also be required to:

- To support the work of the College in terms of recruitment, marketing and resourcing as required
- Undertake any other duties appropriate for the efficient and effective management of the College as directed

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The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed Date

Signed Date
(Line Manager)

JOB & PERSON SPECIFICATION

QUALIFICATIONS	Essential or Desirable
Degree qualified (SCQF Level 9) or Graduate Apprenticeship in an area such as Career Development with a genuine interest and motivation to develop and progress to work in a front line student information, advice and guidance role	Essential
Relevant professional qualification in mentoring or guidance (minimum SCQF level 7)	Desirable
Experience of working in a customer focused environment	Desirable

KNOWLEDGE	Essential or Desirable
Good knowledge of Office 365 products including Word, Excel, Outlook, PowerPoint	Essential
Awareness of student support services such as needs assessment, health & wellbeing services, financial and welfare benefit support, mental health support and general pastoral support.	Essential
Knowledge of policies, procedures, codes of practice and awareness of relevant legislation in connection with care experienced (Corporate Parenting) and carers and young people	Desirable
Understanding of further education and/or public sector operating environment	Desirable
Willingness to understand emerging CIAG theories, approaches and concepts how to apply these	Essential
Understanding of CIAG service delivery including the Career management Skills framework for Scotland	Desirable
Understanding of Curriculum for Excellence and Opportunities for All	Essential

EXPERIENCE	Essential or Desirable
Experience of front-line working in customer service, guidance, mentoring or education.	Desirable
Working with learners, staff at all organisational levels and members of the public	Desirable
Experience of dealing with external organisations, including at senior level.	Desirable

INTERPERSONAL SKILLS AND ABILITIES	Essential or Desirable
Excellent communication, interpersonal and guidance skills including effective ways of engaging staff and students.	Essential
Effective networking skills to support external and internal relationships	
Ability to work in a self-directed way and prioritise work load with a confident and enthusiastic approach	Essential

Able to work on own initiative with limited supervision	Essential
Ability to deal with sensitive and confidential matters	Essential
Ability to build appropriate relationships with students and colleagues	Essential
Approachable, empathetic and good listening skills	Essential
Ability to maintain/manage and monitor records including computerised databases and financial records.	Essential
Know how to deal with confidential information and situations while ensuring appropriate interventions are implemented and managed.	Essential

OTHER ABILITIES/QUALITIES	Essential or Desirable
Effective prioritisation and organisational skills	Essential
Able to plan ahead and anticipate support needs	Essential
Capacity to manage conflicting priorities and flexible in approach to cope with changing demands	Essential
Ability to work effectively within a team, support one another and share best practice	Essential
E-literate and competent in developing, administering and using PC and associated networks and systems to acquire, manipulate and disseminate information	Essential
Solutions focussed and have a strong sense of purpose and the drive to achieve agreed goals	Essential
Willingness to seek and use feedback to develop self and service	Essential

ATTITUDES AND BELIEFS	Essential or Desirable
Commitment to continuous professional development	Essential
Commitment to high professional and personal standards of work and conduct	Essential
A personal commitment to keeping your professional knowledge up to date and improving your capabilities. Formally recording your learning to show that you are actively committed to the development of your career	Essential