



## 1 Advertisement

### **Post Title: Student Support Coordinator**

**School/department:** BSMS Student Advice and Wellbeing Team

**Hours:** part time or full time hours considered up to 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need).

**Contract:** permanent

**Reference:** 7186

**Salary:** starting at £22,254 to £25,627 per annum, pro rata if part time

**Placed on:** 20 December 2021

**Closing date:** 01 February 2022 Applications must be received by midnight of the closing date.

**Expected Interview date:** TBC

**Expected start date:** TBC

- Brighton and Sussex Medical School invites applications for the post of Student Advice and Wellbeing Coordinator.
- Based at the University of Brighton Falmer site, the postholder is part of the School's Advice and Wellbeing team.
- The postholder will provide a first point of contact triage service via email for students who contact the Advice and Wellbeing Team and is responsible for providing appropriate information and signposting.
- A key part of the job will be organising and scheduling appointments for students with advisers, the Director and Deputy Director of Student Support, occupational health and the Medical School's professionalism committee.
- The postholder will also be responsible for minuting team meetings, the production of reports on service usage for relevant committees, updating guidance documents.
- The postholder will have responsibility for organizing events and co-delivering talks to students at key points during the year e.g. induction, examination periods
- Applicants should possess excellent IT, communication and organisational skills.
- The post requires a high level of personal responsibility, sensitivity and initiative.
- Knowledge and experience of the ways in which marginalisation affects student wellbeing and a desire to contribute to ensuring the medical school is inclusive and welcoming are essential.

Please contact Helen Quin, [h.quin@bsms.ac.uk](mailto:h.quin@bsms.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

[www.brighton.ac.uk/jobs](http://www.brighton.ac.uk/jobs)    [www.bsms.ac.uk](http://www.bsms.ac.uk)

***The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.***

## 2. The School / Division

Please find further information regarding the school/division at [Brighton and Sussex Medical School - BSMS](#)

## 3. Job Description

Job Description for the post of: BSMS Student Advice and Wellbeing Coordinator

**Department: BSMS Student Advice and Wellbeing Team**

**Section/Unit/School: Brighton and Sussex Medical School**

**Location: University of Brighton Falmer Site with occasional visits to other sites**

**Grade: 4**

**Responsible to:** Student Advice and Wellbeing Adviser

**Responsible for:** n/a

- The postholder will be part of a team of two coordinators who provide a first point of contact triage service via email for students who contact the Advice and Wellbeing Team.
- The role is responsible for providing appropriate information and signposting to students by email.
- A key part of the job is organising and scheduling appointments for students with advisers, the Director and Deputy Director of Student Support, occupational health and the Medical School's professionalism committee.
- The postholder is also responsible for minuting team meetings, the production of reports on service usage for relevant committees and updating guidance documents
- The postholder will have responsibility for organizing events and co-delivering talks to students at key points during the year e.g. induction, examination periods

### Key Responsibilities:

<b>1.</b>	<b>Planning and organising resources</b>
1.1	Decide when and how to respond to queries and delegate tasks to colleagues within the Student Advice and Wellbeing team as appropriate.
1.2	Assist Student Wellbeing Advisers with creating, editing, updating and delivering presentations to students at various points throughout the

	annual cycle.
1.3	Identify undergraduate medical students returning from intermission of study and ensuring any necessary occupational health clearances are in place before they recommence study.
1.4	Arrange and support various relevant meetings and committees around Student Advice and Wellbeing
1.5	Create and update copy concerning Student Advice and Wellbeing in various digital and print communications e.g. website, prospectus
<b>2.</b>	<b>Analysis and research</b>
2.1	Compile reports to relevant committees on service usage by extracting data from the Student

	Information Desk (SID) database and presenting this in a clear and user-friendly format
<b>3.</b>	<b>Pastoral Care and Welfare</b>
3.1	Deal empathically, effectively and efficiently with enquiries from students, staff and visitors.
3.2	Explain University support procedures to students and where necessary, signpost them to relevant support services.
3.3	Keep up to date with different sources of support available to students from internal and external sources and convey this information to students.
3.4	Plan, organise and co-deliver events to support medical student wellbeing
<b>4.</b>	<b>Undertake such other duties consonant with the grade as determined by the Student Advice and Wellbeing team.</b>
4.1	Provide general support to the planning and operation of School events such as open days, admissions days, registration, examinations and graduation. Duties are likely to include registration of delegates, ushering, escorting applicants to interview, conducting site tours, invigilating examinations.
4.2	Maintain student advice and wellbeing and related areas on the student intranet as and when required.

The list of responsibilities and duties is not exhaustive, and the precise nature of the role is likely to change as the Medical School develops. A critical attribute of the successful candidate will be the ability to deal effectively with change.

#### 4. Person Specification

##### SKILLS/ ABILITIES

	Essential	Desirable
Ability to deal effectively and to communicate well with people	X	
Ability to work effectively to deadlines while under pressure	X	
Ability to extract reports from databases and present information graphically	X	
High degree of accuracy and attention to detail	X	
Ability to explain regulations and procedures in a clear and concise manner	X	
Ability to plan own workload	X	
Ability to deal sensitively with students with varying concerns and circumstances	X	

KNOWLEDGE

	Essential	Desirable
Knowledge of working in HE environment		X
Knowledge of the structures of BSMS courses and assessment methods used		X
Knowledge of examination board and University regulations with regard to student progress and assessment		X
Knowledge of the ways in which marginalization can affect student wellbeing and a desire to contribute to ensuring the medical school is inclusive and welcoming	X	

EXPERIENCE

	Essential	Desirable
Experience of administrative and clerical systems	X	
Experience of supporting and servicing meetings	X	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Commitment to providing high levels of service to students and staff	x	
Commitment to team working	x	
Commitment to ongoing personal development	X	