

# **Job Description and Person Specification**

**Student Advice and Wellbeing Officer**

**July 2025**

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## Purpose and Values

### Purpose

**Our purpose is:**

Breaking down barriers together.

### Values

**Our values are:**

Dare to be different

Make it happen

Don't be mean

## Job Description

<b>Job Title:</b>	Student Advice and Wellbeing Officer
<b>Salary:</b>	Grade 1: £25,980 to £36,480
<b>Hours of Work:</b>	37.5 hours per week  Monday to Friday 08.00 to 18.00 [Non-contractual flexible working scheme applies]
<b>Holidays (Paid):</b>	25 days (some of which to be taken during Christmas/New Year shut down), plus public holidays
<b>Pension:</b>	Contributory pension scheme Full details from the Finance Department
<b>Main purpose of the role:</b>	To act as Bloomsbury Institute's Student Advice & Wellbeing Officer
<b>Reporting to:</b>	Student Advice & Engagement Manager
<b>Location:</b>	7 Bedford Square, London, WC1B 3RA

**Bloomsbury Institute will not be offering sponsorship under the Skilled Worker route for this role.**

## Main Tasks

The main tasks of the job are:

- Ensure all tasks are undertaken within the spirit of the Institute's purpose and values.
- Promote, apply, and ensure compliance with the Equality Act 2010 and the Institute's Equality, Diversity and Inclusion Policy.
- Working as part of a frontline triage team, providing high quality initial information and guidance to students related to engagement, finance, academic administration, timetabling and assessment queries.
- Refer students to services such as Disability Services, Finance, Academic Administration, Timetabling, Compliance and Assessments, so that students are appropriately supported and developed in their studies.
- Perform weekly pastoral interventions with 'at risk' students in relation to their overall engagement with their studies.
- Responsible for the delivery and future development of student engagement intervention's function, to include:
  - Ensure the engagement data analytics system is used effectively to inform student interventions associated with levels of engagement, achievement, continuation and completion.
  - Develop and deliver a range of activities that are targeted at 'at risk' students the aim of such activities being to increase levels of engagement, achievement, continuation and completion.
- Contribute to the development, delivery and on-going enhancement of a pastoral support and frontline, triage advice service for students.
- As required by the Director of SEWS:
  - Deliver a range of wellbeing activities for students.
  - Support the Peer Assisted Learning Scheme (PALs) and other student mentoring schemes, and the Peer Advisors Service to ensure students are appropriately and effectively supported and developed in their studies.
  - Support the delivery of the Let's Grow employability programme.
- Deliver a high-quality service for all students and staff.
- Work collaboratively with all members of staff.
- Attend Staff Meetings, Staff Development sessions and all other meetings at which attendance is required.
- Ensure all communications with students and colleagues are in line with the Institute's Communications Principles.
- Use all IT systems appropriately and effectively, to include SharePoint and Microsoft Teams.
- Carry out duties and responsibilities at all times with due regard to relevant regulations, policies and procedures, including those relating to health and safety.

- Adhere to the provisions of data protection legislation, and refrain from sharing any personal or other information relating to students with any third party without the Line Manager's express permission.
- In addition to the above tasks, to undertake any other tasks as directed by the Line Manager (or nominee).

***The above is not an exhaustive list of tasks as the role may change to meet the Institute's overall objectives. These tasks are subject to amendment over time as priorities and requirements evolve and as such the job description may be amended at any time by the line manager following discussion with the post holder.***

# Person Specification

## Essential criteria [i.e. the criteria that an applicant must satisfy]

### ***Qualifications***

- Undergraduate degree or equivalent.

### ***Experience and attributes***

- Experience of working in student advice and support or student services in a Higher Education setting.
- Experience of working in teams.
- Experience of customer service, answering face to face and telephone enquiries, responding to emails.
- Computer literate (to include competence in the use of Microsoft Office, in particular Word, PowerPoint and Outlook; SharePoint; and Microsoft Teams).
- Ability to interrogate and analyse data.
- Ability to deal with large sets of data using Excel.
- Proactive in using the data to inform on supporting student engagement.
- Ability to write evidence-based evaluation reports that measure the impact of interventions.
- Ability to use Student Management Systems (e.g. Oracle on Demand, SITS).
- Excellent writing, communication and interpersonal skills.
- Ability to engage, influence and work positively with a wide range of people.
- Ability to work independently as well as take direction and work collaboratively across divisional and departmental boundaries.
- Excellent organisational skills and the ability to effectively prioritise.
- Ability to successfully manage and complete projects
- Ability to manage change and adapt to a fast-changing environment.

### ***Personal qualities***

- Welcoming and hospitable attitude.
- Ability to own and find solutions to problems, underpinned by a strong curiosity to learn.
- Commitment to living the Institute's values: Dare to be different; Make it happen; and Don't be mean.
- Enthusiasm and empathy for the Institute's purpose.
- Genuine commitment to equal opportunities and widening participation.

- Good time management, with an ability to work under pressure and meet tight deadlines, whilst maintaining high attention to detail.

**Desirable criteria [i.e. the criteria that it is desirable (but not essential) that an applicant should satisfy]**

***Qualifications***

- None

***Experience and attributes***

- None

***Personal qualities***

- None

**Guaranteed Interview Scheme for applicants with a disability and other related information**

We actively encourage applications from persons with a disability.

If an applicant with a disability meets the essential criteria for the job (as set out within the Person Specification), they will be provided with the opportunity to demonstrate their abilities at an interview under our Guaranteed Interview Scheme.

In order to request a guaranteed interview, to obtain documentation in a different format, to ask for support or to discuss any issues around reasonable adjustments, in the first instance, please contact Antony Charles, Head of People and Development at [antony.charles@bil.ac.uk](mailto:antony.charles@bil.ac.uk). Please refer to our [Staff Recruitment and Development Policy](#) for further information.