



St Mary's  
University  
Twickenham  
London

## JOB DESCRIPTION

<b>Job title:</b>	Wellbeing Administration Coordinator
<b>Department:</b>	Student Services
<b>Reports to:</b>	Disability & Dyslexia Service Manager
<b>Salary Band:</b>	Band G
<b>Starting Salary:</b>	£30,046
<b>Hours:</b>	36 hours per week, 52 weeks per year
<b>Annual Leave:</b>	23 days a year
<b>Term:</b>	Up to one Year (Maternity Cover)

### Service Information:

The Student Services team is dedicated to assisting, guiding and supporting students throughout their time at St Mary's and beyond. We provide a range of advisory and professional services, spanning wellbeing, student life and support. These include Accommodation, Counselling, Disability & Dyslexia and Student Funding.

### Job Purpose:

To lead and coordinate front-line service to students, visitors and external stakeholders, providing in-depth advice and guidance on administrative procedures relating to the Wellbeing Service (Disability, Dyslexia, Mental Health and Counselling). To line manage Wellbeing administration staff, oversee the smooth running of the Service processes and the day to day management of the Outreach Needs Assessment Centre.

### Main Duties & Responsibilities:

## **Wellbeing Service**

- Be responsible for the overall administration of the Wellbeing Service, including the development, maintenance and archiving of electronic student records, implementing new processes as they develop
- Line manage other administration staff in the Wellbeing Service
- Lead on the provision of in-depth advice and guidance on Wellbeing Services and support to students, staff, parents, applicants and visitors
- Develop and oversee a pre-entry process for disabled applicants, to ensure there are effective and timely administrative support systems in place
- Manage the running of the on-site Outreach Needs Assessment Centre and take responsibility for liaising with the North London Regional Access Centre to ensure that the outreach centre complies with DSA-QAG regulations
- Oversee the processes for receiving and recording students' DSA needs assessment reports
- Liaise with students and funding bodies about Disabled Students' Allowance (DSA) and equipment requirements, as appropriate
- Respond to complex enquiries about disability support and funding, with confidence
- Coordinate the allocation of non-medical support workers such as tutors, mentors and note takers
- Take an active role in the recruitment, training and co-ordination of support workers e.g. note takers
- Develop processes for and oversee the maintenance of storing accurate records on support sessions delivered and payments, processing invoices and re-claim rebates from funding bodies
- Monitor monthly income generated within the service and provide timely reports as required
- Maintain and coordinate the diaries of tutors, mentors, counsellors and assessors
- Use ICT to create, develop and maintain office systems and processes, in order to improve efficiencies
- Provide statistics on student contact and take up of support in a timely manner
- Maintain contact with students when appointments are missed or cancelled
- Maintain close links with Student Finance England, support agencies and other relevant external bodies
- Keeping up-to-date with changes to disability support and funding, identifying opportunities that may enhance services for disabled students
- Support and deputise for members of the Wellbeing team including providing high level administrative support and attending meetings during periods of absence

## **General Duties**

- To have knowledge of all services within the Student Services Centre and provide a triage service to students and visitors to the Centre
- Provide pastoral care to students experiencing difficulties of a course related or personal nature.

- Follow-up on incident reports received, communicating with relevant services as necessary.
- Handle documentation of a highly sensitive and confidential nature, maintaining discretion at all times.
- Re-draft and update information to students including forms, documents, the website, leaflets and literature relating to Student Services
- Attend seminars and courses where necessary to keep abreast of national developments in Higher Education in particular in relation to Wellbeing Services i.e. Disability, Dyslexia, Mental Health & Counselling.
- Assisting at University events such as; Open Days/Evenings and Enrolment, providing advice, guidance and presentations on service areas to students and applicants
- To work collaboratively within the department of Student Services to ensure highly professional and seamless service delivery to all users.
- To provide general support within all areas of Student Services and any other duties to ensure the smooth running of the Student Services Centre.
- Become a member of relevant Higher Education associations and attend training sessions, conferences and regional meetings when required
- Carry out other duties as deemed relevant by the line manager

## PERSON SPECIFICATION

		Assessed by		
Selection Criteria	Essential (E) Desirable (D)	Application	Interview	Skills Test
<b>Knowledge and Qualifications</b>				
Educated to A level standard or relevant qualifications or appropriate experience preferably in HE or similar role/ environment	E	x		
Knowledge of Disabled Students' Allowances and other disability funding streams	D	x	x	
<b>Experience and Skills</b>				
Experience of line management and/or close supervision of other administrative staff	E	x	x	

Experience of providing excellent customer service with a proactive and positive, client-centred approach	E	x	x	
Excellent verbal and written communication skills, as well as good interpersonal and presentation skills	E	x		
Ability to interpret and explain complex processes to others	E	x		
Numerate with ability to deal with statistics and financial records	E	x		
Experience of liaising with external bodies	E	x		
Experience of creating, developing and maintaining office systems and working within service frameworks	E	x	x	
Excellent IT skills, including Word, Excel, PowerPoint and Outlook	E	x	x	
Excellent attention to detail	E	x		
Well organised and able to effectively manage competing demands	E	x		
Previous experience of working with students in Higher Education	D	x	x	
Previous experience of working in a Disability & Dyslexia/Wellbeing Service	E	x	x	
Demonstrable leadership skills, problem-solving skills and ability to work on own initiative	E			
<b>Personal Attributes</b>				
Enthusiastic team player with a 'can do' attitude and a flexible approach to work	E			

### University Policies and Procedures

All staff are expected to undertake their work in an inclusive, fair, safe and respectful manner, particular consideration should be given to the University values.

**St Mary's University reserves the right to change and amend this Job description/Person Specification in accordance with the changing requirements of the organisation.**

**Written by:**

**Approved:**