



Student Support Manager

NMITE is working towards becoming a new provider of higher education in Hereford. Engineering- and teaching-focused, it will enable its future students to learn by undertaking real-world engineering and technical projects provided by employers and community groups. NMITE hopes to break the mould in existing higher education provision – to be a disruptive game-changer in every facet of its operations and programmes. Supported by government, industry and the profession our first intake will join us as soon as we have completed the validation process. Who, what and how we teach will all be radically different to traditional engineering degrees.

We recognise that future engineers need technical knowledge, but also that creativity, problem-solving ability, and understanding of humanities, arts, business and many other areas are all required to succeed, as well as the ability to use this knowledge in current and future professional contexts.

It will also be a time of personal growth for each student, they will develop valuable and transferrable life skills allowing them to become confident and resilient members of society. The Student Support Team aims to empower students, helping them to fulfil their potential by providing a range of support services. These services of providing information, direct support and signposting will help students to make informed choices so that they may focus on their studies and life whilst at NMITE. We are now seeking to make an appointment within our Registry Team for a **Student Support Manager**.

Responsible to: Head of Student Experience.

Job Role

Under the direction of the Head of Student Experience, provide a high-quality holistic support services that maximise student retention, enhance the student experience and promote student achievement.

Efficiently and professionally coordinate a frontline service that monitors the health, safety, and wellbeing of students, providing high quality support, information, advice, and guidance to meet the needs of students on a range of personal, pastoral and wellbeing issues.

Key duties/areas of responsibility:

- To be a visible presence for students, encouraging student engagement by providing an accessible and friendly frontline support service; fostering an environment that supports learning, cultural and social immersion - enabling our students to become a part of the community that they are studying in.
- To effectively assess the student support need, responding quickly and discreetly, planning, and implementing individualised support to students and enabling appropriate recommendations for ongoing support where required. Pro-actively manage a caseload of identified students who declare individual support requirements at any point of their student journey.
- To use triage skills to identify important or urgent issues, responding in a measured and proactive way ensuring a consistent delivery approach to internal support services. Where specialist service interventions are identified ensure an efficient seamless referral to the NMITE departments and/or external organisations.
- To champion equality, diversity and inclusion ensuring support services meet the needs of all members of the student community. Recognise personal responsibility



and contribute to the creation of an inclusive environment where all staff, visitors and students conduct themselves in an acceptable way and set an example of directly challenging any unacceptable behaviour on campus.

- To use initiative and creativity to support the progressive development of a positive, imaginative, and responsive suite of interactive student wellbeing and support services based on evidenced best practice.
- To maintain appropriate records and management information statistics in relation to the frontline service and student engagement with information and wellbeing platforms. Proactively develop campaigns that highlight current themes, promoting the student support service and signposting additional support services.
- To prepare and disseminate information, advice and guidance materials on a range of personal, pastoral and wellbeing issues for students, using diverse delivery methods, including via a variety of media, face-to-face, telephone, paper, online structured sessions and informal drop ins as well as through workshops and events.
- To participate in a rota that will include some early morning and evening work to ensure a consistent presence for drop-in and appointment services within Student Support Services.
- Directly support the provision of a robust social and activity programme for students, contribute to a calendar of events aligned with national campaigns that raise awareness of health and wellbeing and those that promote education and awareness around equality, diversity, and inclusion. Actively promote engagement with the local community, working alongside students to promote events and services, encouraging students to be good citizens of our community.
- To work collegiately across NMITE, developing and maintaining excellent working relationships and effective ways of communicating that fosters an environment that supports students learning and personal growth.
- To play a key role in the training and support provided to staff and students in relation to the Safeguarding agenda at NMITE.
- To maintain a working knowledge and understanding of policies, issues and legislation relating to personal, pastoral, and academic issues.
- To collect and review feedback from students and staff by appropriate means, as part of the Registry's continuous quality improvement plan.
- To be part of a team of Fire Wardens, First Aiders and Mental Health Champions.
- Any other duties and responsibilities commensurate with the level of responsibility of the role.

Qualifications & Experience

- Educated to degree level or ability to demonstrate transferrable skills and relevant experience for this role (E)
- Ability to demonstrate relevant continued professional development (E)
- Additional qualifications related to specific areas of student support (D)
- Evidenced effective working with young adults/students, delivering support to a wide range of individual needs (E)
- Demonstrable experience of delivering high quality customer services, with a strong understanding of how to respond to differing stakeholders' needs (E)



- Demonstrable experience of developing good working relationships with colleagues with the ability to effectively engage with others beyond the confines of the departmental boundaries (E)
- Experience of developing and delivering promotional activities and campaigns (D)

Essential Skills & Behaviours

- Demonstrable strong customer focus, the ability to work flexibly and a creative and solution-focused approach.
- Ability to remain calm under pressure and respond with sound professional judgement
- Ability to prioritise workloads in the face of conflicting demands, using own judgment to ensure the work is completed to time and deadline.
- Understanding of duty of care and health & safety responsibilities at a senior level within the context of higher education.
- Evidence of ability to provide a high level of all the following: confidentiality, diplomacy and cultural awareness and sensitivity, when liaising with staff, students, and other key stakeholders.
- The postholder must have an appreciation and general understanding of the Data Protection Act, Safeguarding legislation, the Equality Act and Codes of Ethics for confidentiality.
- Willingness to undertake additional training and attend staff development days as necessary to fulfil requirements of the role

Cultural Alignment

- Equality focused
- Inclusive
- Respectful
- Creative
- Honest
- Non-judgemental

Our offer

We offer a competitive salary for the **Student Support Manager** position. We also offer a competitive benefits package, including pension scheme, life assurance, 30 days holidays (plus Bank Holidays & closure days), ongoing training & development. We also have a clear progression framework in place. Most importantly, NMITE offers a once in a lifetime opportunity to be part of something new. Working in the historic city of Hereford, you will be instrumental in developing a new way of educating engineers for the 21st Century. We offer you the opportunity to be the change that you want to see.

Location: Hereford

To apply, please email a full CV and Covering Letter to vacancies@nmite.ac.uk explaining why you want the role and how you feel you meet the essential criteria.



Informal questions about the role can be addressed to the Head of Student Experience, Mary Kenyon-James (mary.kenyon-james@nmite.ac.uk)

Whilst all applicants will be judged on merit alone, we particularly welcome applications from groups currently underrepresented in higher education.

NMITE is committed to promoting a diverse and inclusive community – a place where we can be ourselves and succeed on merit.

The opening date for applications is 11 November 2020. The closing date for completed applications is Thursday 10 December 2020. It is anticipated that interviews will be held on Wednesday 16th December 2020 and that they will be conducted online, via MSTeams.