

ADVERT ID 186103

General

BIMM Dublin

62-64 Francis Street Dublin
<https://www.BIMM.co.uk>



MAIN DETAILS

Status: Deactivated
Level: Higher & Further Education
Date Posted: Fri Feb 10 2023
Application Closing Date: Fri Feb 24 2023
Status of Post: Temporary
Number of Vacancies: 1

POST DETAILS

Title:
Student Support Officer (FTC)

Description:
Contractual Hours: 37.5 hours per week 9am to 5.30pm Monday to Friday. This FTC will be from 24/04/2023 to 05/12/2023.

The Student Services Officer will have a key role in supporting the Head of Student Services in ensuring that all aspects of the School's Student Services provision, including pastoral tutorials, counselling, learning support, welfare awareness programmes and student representative programme are delivered in line with the requirements of our key educational partners and in order to support all students at BIMM Dublin.

The Student Services Officer will make a significant contribution to the on-going monitoring of all aspects of student progress including attendance, retention and achievement, and will ensure that timely and effective interventions are made to support students. The Student Services Officer will have a role in maintaining student records in line with new GDPR requirements.

Essential criteria

- Ideally be educated to degree level
- Computer literate with an excellent knowledge of Excel and Word
- Excellent interpersonal skills with the ability to communicate at all levels face to face and over the telephone
- High level of accuracy in data inputting
- Ability to work quickly and accurately under pressure

Desirable criteria

- Experience of working in Higher Education or with young people
- Experience in a pastoral care role
- Knowledge of learning support needs
- Experience working in a learning support role

Accountabilities

Student Support

- Monitor student attendance, intervening where necessary in a timely manner
- Hold individual pastoral tutorials with students where there is cause for concern or where the student has requested a meeting
- Exercise discretion and confidentiality when dealing with student issues
- Adhere to Data Protection policies in line with new GDPR requirements
- Ensure students with learning needs receive appropriate support in line with BIMM policy and that of the validating partner
- Liaise closely with tutors and the HE team where needed regarding student matters

- Ensure students receive accurate information regarding support services available within BIMM (and our education partners where relevant)
- Refer students to members of the teaching staff or the core Education team where there is a course/academic concern
- Oversee the retention of accurate attendance records
- Enrol and maintain student data on Unit-e and all other relevant systems
- Report on attendance, retention and achievement when requested and assist the Head of Student Services in the production of data-based reports
- Assist with the administration of withdrawals
- Assist with the co-ordination of the student representative system

Examinations

- Work with the Examinations Team to ensure students are achieving to their highest potential.
- Assist in notifying students of exam times, feedback tutorials, and any/all other information.
- Meet with students where there is concern over achievement and possible failure of course.
- Assist with the Data entry of examination and assessment grades, including attendance at Exam Board meetings
- Assist with Exam invigilating

General Administration

- Maintain accurate and up to date student files
- Update BIMM policies and procedures on an annual basis, including the Student Manual.
- Cover reception when needed
- Answer student queries in a timely fashion via email
- General willingness to help out with other office-related tasks to support administrative processes
- Outside term times, be willing and available to assist all team members with administration of student records and any other duties

APPLICATION REQUIREMENTS

- Curriculum Vitae
- Covering Letter

Applications may be submitted by

- Email

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Apply To:	careers@bimm.co.uk
County:	Dublin
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