



Student Services Advisor - Job Description

Job Title: Student Services Advisor - LMA London

Immediately responsible to: Head of Student Services

Location: Here East, East London (E15 2GW)

Hours: Full Time

Contract Type: Permanent

Person Specification:

We have a fantastic opportunity for a Student Services advisor to join our LMA team in London. You will be part of the LMA Student Services team and will be led by our Head of Student Services. You will need to be highly organised with strong ICT skills and have experience working around/directly with young adults or within an advice and guidance setting. Ideally you will have a Level 4 (HNC/HND/Foundation Degree/Year) or degree level/equivalent qualification.

Job Purpose:

- To provide an effective and customer-focused frontline support service to students.
- To deliver efficient and professional information, advice and support to meet the needs of students on a range of personal, pastoral and academic issues.
- To provide a seamless referral service to specialist services.

Key Liaisons:

1. Student Services
2. Counselling Services
3. Education Guidance
4. Safeguarding Team
5. Education Managers
6. Students' Union
7. Academic staff

Role and Responsibilities:

- Provide a frontline support service, in identifying and resolving student issues, and where specialist service interventions have been identified, to ensure that the necessary referrals are made efficiently and professionally to the Counselling Team, Student Services, other departments and/or external organisations, where applicable.
- To use triage skills to identify important or urgent issues and ensure that they are escalated appropriately to the relevant support services.
- Provide information, advice and guidance to students on a range of personal, pastoral and academic issues through structured sessions and informal drop ins.
- Efficiently assess the student's need, to enable appropriate onward referrals and make recommendations for ongoing support.
- Maintain appropriate records and management information statistics in relation to the frontline service, and facilitate information sharing to ensure effective service delivery in a shared environment.
- Prepare and disseminate a range of information and guidance materials, workshops and events for students and staff, for delivery via a variety of media, including: face-to-face, telephone, paper and online.
- Develop appropriate and effective ways of communicating with students and staff. Maintain a working knowledge and understanding of policies, issues and legislation relating to personal, pastoral and academic issues.
- Develop a close operational partnership with the Student Services Team in order to actively participate in key events and activities, such as induction/orientation programmes and wellbeing events.
- Collect and review feedback from students and staff by appropriate means, as part of the continuous quality improvement plan.
- Attend appropriate events relating to students and their wellbeing, including Open Days, Careers events, Student Performances, screenings and exhibitions.
- Maintain up-to-date knowledge on legal requirements relating to working with young people
- Deputise for the Designated Safeguarding Officer as required.