



## POSITION DESCRIPTION

# STUDENT SUPPORT ADVISER (FLEXIBLE & DISTANCE LEARNING) (1.0 FTE)

### OUR VISION

A world shaped by love, compelled and informed by the Gospel.

### OUR MISSION

To equip students and scholars to renew their communities with a faith as intelligent as it is courageous.

### LOCATION

This position is located in the Centre for Learning at the Henderson Campus of Laidlaw College.

### Key Relationships

The relationships which directly impact this role's performance:

<b>Responsible to:</b>	Academic Support Coordinator – Student Support
<b>Other Key Relationships:</b>	Undergraduate students studying in flexible and distance modes Student support staff across all Laidlaw campuses Flexible and Distance Learning Tutors Student Services Library School of Theology and School of Social Practice faculty and staff

### Role Purpose

The Student Support Adviser (Flexible & Distance Learning) is primarily responsible for the monitoring of the academic progress of Laidlaw College undergraduate students studying in flexible and distance modes, and providing academic support to assist students with successful course and programme completion. In conjunction with the flexible and distance tutors, this role is a primary point of contact for flexible and distance students seeking academic support in their studies. The Student Support Adviser (Flexible & Distance Learning) is an integral part of the wider Student Support team, contributing to student support and services across the College.

The Student Support Adviser (F&DL) will undertake other tasks and projects as assigned by the Academic Support Coordinator.

The Student Support Adviser (F&DL) will show a commitment to Laidlaw College's Health and Safety policy and will participate in creating a safe and healthy working environment.

## Role accountabilities

ACCOUNTABILITY	KEY TASKS	KEY PERFORMANCE INDICATORS
<p><b>Provide support to students</b></p>	<p>Being the first point of contact for all flexible and distance student academic support queries.</p> <p>Monitoring the academic progress of students in flexible and distance courses.</p> <p>Proactively assisting students who are identified as academically at-risk.</p> <p>Systematically assisting students with their study planning in conjunction with Student Services and the relevant School.</p> <p>Providing study skills support to students as required.</p> <p>Facilitating appropriate 'academic pastoral care' for current students.</p> <p>Assisting with enrolment and orientation of students each semester.</p> <p>Respect and engage confidently with female and male students of all ethnicities and with differing theological and church affiliations.</p> <p>Redirect students to other student support staff where appropriate.</p>	<ol style="list-style-type: none"> <li>1. Student queries are dealt with in a timely and effective manner;</li> <li>2. Students who are academically at-risk are identified early on and appropriate intervention is taken;</li> <li>3. Students receive appropriate academic pastoral care and academic guidance in their chosen programme of study.</li> </ol>
<p><b>Provide support to flexible and distance tutors</b></p>	<p>Keep tutors up to date with academic support matters in their respective courses.</p> <p>Contribute to the learning environment provided by the tutors in their courses.</p> <p>Gather feedback from tutors about course content, assessment and delivery.</p>	<ol style="list-style-type: none"> <li>4. Tutor queries are dealt with in a timely and effective manner;</li> <li>5. Tutors are aware of student support processes;</li> <li>6. Feedback from tutors communicated to Student Support Coordinator and relevant School personnel.</li> </ol>
<p><b>Provide academic and administrative support</b></p>	<p>Contribute to the College's wider student support and services network.</p> <p>Complete administrative tasks relevant to the role.</p> <p>Provide some online tutoring for students, appropriate to the level of the adviser's qualifications and experience.</p>	<ol style="list-style-type: none"> <li>7. Support is provided to the wider student support and services network as directed.</li> <li>8. Administration of related tasks are completed accurately and within the agreed timeframes.</li> </ol>

# PERSON SPECIFICATION

## A. Personal Qualities

- Committed to the Mission Statement of Laidlaw College.
- Ability to accurately concentrate on details while remaining mindful of the big picture.
- Able to take initiative and be flexible with regard to the key tasks outlined above.
- Strong customer service focus. Friendly, sensitive and helpful attitude towards students and others within the Laidlaw community.
- Ability to work alone, but also able to relate to other departments and to the whole Laidlaw team.

## B. Work Skills and Qualifications

- Bachelor's degree (Theological qualification preferred but not essential).
- Experience in academic support.
- Strong public relations and communication skills.
- Excellent telephone and email manner and etiquette.
- Excellent computer skills (Microsoft Office applications, email, cloud and web-based systems).
- Strong planning and organisational skills.
- Conscientious attention to detail.
- Effective administration skills.

## C. Knowledge

- A good understanding of academic processes and tasks.
- Preferably some understanding of distance learning, and the technologies and techniques involved in flexible distance learning delivery.
- Knowledge of, and preferably experience in, working at tertiary-level educational institutions.

Student Support Adviser (FDL) position description created by Head of School: Theology, January 2017, updated February 2018.

Effective Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor