

POSITION DESCRIPTION

Student Support Advisor (Partners)

(0.4 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.

Statement of Faith

Models a faith to others that is personally vibrant, Christ-centred, evangelical and deeply shaped by the Scriptures and demonstrates commitment to the doctrinal statement of the College and its evangelical heritage.

Location

The location of this position is at Auckland and/or Christchurch learning sites, as well as online/distance delivery.

Key Relationships

Responsible to:

Student Support Manager

Other Key Relationships:

Student Support Team
Practical Theology Lead (Theology)
Senior Tutor (Practical Theology)
Arise School of Ministry and Other Partners
School of Theology Staff
Students

Role Purpose

The Student Support Adviser (Partners) is responsible for the academic support of students studying in the School of Theology and associated with the formal Partners of the College, particularly those from Arise School of Ministry. Students in Cert CM, Diploma CS (CL), and the BTh (Pastoral Leadership Specialisation) from Partner colleges (especially Arise).

The Student Support Adviser (Partners) works closely with the Senior Tutor (Practical Theology) and the Senior Lecturer (Practical Theology) to ensure an excellent student experience for students from Partner colleges, with a priority for Arise students. The Student Support Adviser works with the various Arise School of Ministry tutors to ensure the timely and successful submission of assessments for students in the programmes named above.

As part of the Student Support team, the Student Support Adviser (Partners) reports directly to the Student Support

Manager and works with the wider team to ensure the College's policies and regulations are implemented correctly, the QMS is followed closely, and students are supported in their studies.

Role Accountabilities

ACCOUNTABILITIES	KEY TASKS	KEY PERFORMANCE INDICATORS
<p>Provide support to Partners of the College who are offering Laidlaw qualifications</p>	<p>Be accessible as the first point of contact for Partner academic support queries.</p> <p>Monitor the academic progress of students in Partnership arrangements, using a range of means including reporting tools in Moodle and Artena.</p> <p>Support students to manage their educational journey by helping them engage with academic processes (e.g. making changes to enrolment, applying for an extension, or, if required creating Individual Learning Plans (ILPs)</p> <p>Proactively assist students who are identified as academically at-risk by providing specific assistance with their study.</p> <p>Provide study skills support to students as required, including online tutoring for students in line with the Student Success Strategy and schedule of tutorials.</p> <p>Facilitate appropriate 'academic pastoral care' for current students, in partnership with partners.</p> <p>Assist with enquiries, admissions, enrolment and orientation of partner college students each semester.</p> <p>Systematically assist students with their study planning in conjunction with Student Services and the School of Theology.</p> <p>Redirect students to other student support staff and other services where appropriate.</p> <p>Keep tutors up to date with academic support matters in their respective courses, including tracking assessment submission and outcomes and liaising with tutors as appropriate regarding individual students.</p> <p>Give feedback to the School of Theology regarding issues with courses and student experience.</p>	<ol style="list-style-type: none"> 1. Student queries are dealt with in a timely and effective manner. 2. Students who are academically at-risk are identified early and appropriate intervention is taken; tutors are informed in an appropriate timeframe. 3. Students receive appropriate academic pastoral care and guidance in their chosen programme of study. 4. Tutors and Partner College representatives are kept up to date with changes to student support processes. 5. Schools Partner College representatives are kept up to date with issues relating to courses and student experience. 6. Students who require pastoral care receive such care or are supported to access care in an appropriate manner.

Other Student Support Tasks	<p>Assist Partner College students throughout the enrollment process as needed.</p> <p>Contribute to the College's wider student support and services network.</p> <p>Participate in the yearly review of Student Support and the Student Support Success Strategy as required.</p> <p>Participate in the end of semester Student and Grade review process.</p>	<p>7. Partner College internship students enrolment requirements are conscientiously attended to in their programmes of study.</p> <p>8. Administration tasks are completed accurately and within the agreed timeframes.</p>
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Qualifications

QUALIFICATION/SKILL/ EXPERIENCE	DETAILS	
Educational qualifications	<p>Essential</p> <p>Bachelor's degree (Theological qualification preferred but not essential).</p>	
Skills/Knowledge/ Experience	<p>Skills and Experience:</p> <ul style="list-style-type: none"> - 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. <p>Knowledge:</p> <ul style="list-style-type: none"> - 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. 	
Further characteristics	<p>Personal Qualities:</p> <ul style="list-style-type: none"> - Committed to the Mission and Vision of Laidlaw College. - Ability to accurately concentrate on details while remaining mindful of the big picture. - Able to take initiative and be flexible regarding 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. - Respects and engages confidently with female and male students of all ethnicities and with differing theological and church affiliations. 	