



Job Description

Job Title: Senior Student Life Officer

Department: Student Services

Grade: D

Location: Guildhall School of Music & Drama

Responsible to: Deputy Head of Student Services (Student Life)

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The Senior Student Life Officer will contribute to the development and delivery of Student Life Services that support students' transition into and throughout their course of study, promoting social inclusion and belonging, and a mentally healthy environment, including: welcome and orientation activities, accommodation advice, international student support, and financial wellbeing

Main Duties & Responsibilities

1. To support the planning and delivery of Student Life events, with a particular focus on transitional support and welcome/ induction events
2. To develop and deliver services, resources and events to support the international student experience, including coordination of the annual International Student Orientation
3. To develop and deliver accommodation advice services, resources and events, demonstrating best practice by utilising expert and up to date knowledge of the sector.
4. To develop and deliver initiatives to promote the wellbeing of the Sundial Court Community and foster belonging and community
5. To support the recruitment, selection and on-going training and supervision of Sundial Court Residential Assistants
6. To develop, with Residential Assistants, a programme of activities for student residents.

7. To contribute to the development of resources to promote financial wellbeing, and provide guidance regarding 'working during your studies'
8. To contribute to departmental communications including the monthly Student News 'ezine,' MyGuildhall (intranet), website, and social media
9. To promote student feedback processes and support the training and development of student representatives
10. To provide advice and guidance to SU Officers and support the democratic processes of the Students' Union, including the management of annual elections
11. To contribute to the development and implementation of case management and service monitoring / evaluation processes
12. To represent Student Services and the School effectively to staff, students, and visitors, by participating in a range of activities at internal and external events.
13. To develop the skills, knowledge and behaviours to ensure the effective delivery and enhancement of Student Services, participating fully and positively in staff development opportunities.
14. To implement quality assurance and enhancement measures to improve operational effectiveness, producing reports, records and statistics as required.
15. To ensure compliance with all relevant legislation and take responsibility for understanding and implementing School and Student Services policies and procedures including those governing Health and Safety, Equal Opportunities, Safeguarding, Confidentiality, Copyright, Data Protection, Freedom of Information and Disability, within the remit of the post.
16. To undertake any similar duties at this level required by the Head of Student Services / Deputy Head of Student Services (Student Life) commensurate with your position.
17. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
18. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
19. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

Job Title: Senior Student Life Officer

Department: Student Services

Grade: D

Trent Position number:

DBS Criterion: (delete as appropriate)
Enhanced DBS

Security Vetting Criterion: (delete as appropriate)
No security vetting is required

Politically Restricted Post Criterion: (delete as appropriate)

This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application **(A)**, interview **(I)** or test **(T)** as indicated below.

Professional Qualifications / Relevant Education & Training

1. A first or higher degree and/or a relevant professional qualification. **(A)**
2. Recent and substantial experience of working in Student Services in Higher Education. **(A) (I)**

Experience Required

Essential

1. Demonstrable commitment to the provision of excellent services to all students and staff across the School. **(A) (I)**
2. The ability to use systems and technology to effectively and efficiently undertake the role. **(A) (I)**
3. Commitment to and promotion of safeguarding the welfare of young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within the School. **(A) (I)**
4. Ability to record and provide accurate statistical information. **(A) (I)**
5. Ability to deal with multiple tasks and meet tight deadlines. **(A) (I)**
6. A team worker with an adaptable and flexible approach to work. **(A) (I)**
7. A meticulous approach demonstrating attention to detail. **(A) (I)**
8. Enjoys working collaboratively and seeking collaborative opportunities. **(A) (I)**
9. Committed to student success and supporting students to fulfil their potential. **(A) (I)**

Desirable

1. Experience of events organisation and / or project management **(A) (I)**
2. Experience of giving presentations to groups, internally and to external visitors. **(A) (I)**
3. Experience of student record systems (eg SITS) and HE case management systems (eg Symplicity) **(A) (I)**
4. Confident in use of social media for student engagement activity **(A) (I)**

Other Relevant Information

This is a part-time (21 hour, 0.6 FTE) role.

This is a hybrid role, with the opportunity to work from home one day per week.

Preferred working pattern would be Tuesday / Wednesday / Friday.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The full-time salary range for this job is £42,750 - £47,620, including Inner London Weighting, inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 21 hours per week excluding lunch breaks, Tuesday / Wednesday / Friday, but the postholder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment, and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating, you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of

continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits, for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One months' notice by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.