



<b>Job Title:</b>	Student Wellbeing and Support Co-ordinator
<b>Department:</b>	Group Education Services
<b>Location:</b>	London Portsoken Street (with travel to other London centres as required)
<b>Position:</b>	Permanent, Full-time
<b>Reporting to:</b>	Mental Health and Wellbeing Manager

### **Job Background and Purpose**

BPP is looking for a Student Support and Wellbeing Co-ordinator on a full-time basis to join the expanding established Student Support and Welfare Team within BPP Education Services.

You will play a key role in supporting the Mental Health and Wellbeing Manager in the operational success of the Student Support and Welfare department across its range of activities. You will be responsible for providing support to a range of students based in our London sites, supporting students on a 1:1 basis, referring to central services and responding to issues as appropriate. This will involve developing and maintaining a network of support services inside and outside of BPP, ensuring that our students are well supported to achieve their academic goals. You will make a key difference in ensuring our Mental Health and Wellbeing provision provides a first in class service that caters to our university and apprenticeship provision, our increasing international demographic, engages with outreach and widening participation activities, and is accessible, inclusive and equal for all learners at BPP.

Key internal stakeholders for this role to work with include: Local Support Services, Admissions; Finance; Student Records; Apprenticeship and University Schools; Quality and Compliance; Learning and Teaching; Marketing; Equality, Diversity and Inclusion; Inclusion and Learning Support; Customer Experience Team, Student Voice Reps and BPP Students' Association. Key external relationships include a wide spectrum of employers, including BPP's client firms and professional bodies.

We take our duty to safeguard our students seriously and the successful candidate will share our passion for this. An enhanced DBS check is required for this role.

### **Key Responsibilities**

1. Ensuring delivery of a specialist Mental Health and Wellbeing service to all students experiencing a wide range and degree of wellbeing and emotional concerns thus ensuring student retention, widening participation, academic achievement, academic participation and progression.
2. Respond appropriately to disclosures and concerns which relate to the wellbeing of a student in a timely manner. To ensure all vulnerable students are supported appropriately and sensitively. To manage a diverse caseload of students, prioritising those with complex needs and safeguarding concerns.
3. The Student Support and Wellbeing Co-ordinator can expect to be the escalation point for concerns from students with non-academic problems on-site at our London centres, supporting students experiencing mental health and wellbeing difficulties which requires immediate support
4. Supporting the Wellbeing Advisors, Learning Support and Safeguarding teams in acting as point of contact for learners requiring support from a local member of staff providing triage services before referring on for ongoing support

5. Improve communication and proactively work with the student and learner community, schools, central departments and organisations within the BPP group to foster engagement and an understanding of services provided within the Student Support and Welfare Team.
6. Deliver one-to-one wellbeing support to students, providing a confidential, non-judgemental listening service to students and learners and formulating action plans for self-care informed by evidence-based practice, policy and procedure.
7. Keeping daily records according to BPP Group policies and procedures and maintaining accurate records, analysing, understanding and presenting data, always ensuring confidentiality
8. To provide workshops and resources that encourage students to develop a mindful attitude toward their studies to embed wellbeing and mental health resilience into the student experience.
9. Being active on staff and student groups promoting mental health and wellbeing initiatives including on the Virtual Campus.
10. Maintaining a comprehensive understanding of wellbeing and mental health policies and procedures at BPP and in the wider education sector and maintaining open channels of communication with wellbeing and mental health partnership agencies and horizon scanning for regulatory updates
11. Assisting with staff training, workshops, student engagement and standardisation in Wellbeing and Mental Health awareness.
12. Supporting the work of Group Education Services, as directed by the Dean, performing from time other such duties that may be consistent with the post.

### Candidate Criteria

	Essential	Desirable
<b>Education and Qualifications</b>		
A degree (or equivalent qualification) or relevant professional experience.	Yes	
Recognised, relevant professional qualification in the field of Wellbeing e.g. recognised wellbeing or mental health qualification; Counselling Diploma, MHFA	Yes	
Recent evidence of relevant and continuing professional development in the field of student support/wellbeing/mental health	Yes	
Relevant postgraduate qualification		Yes
<b>Experience and Knowledge</b>		
Experience of managing a caseload and providing wellbeing/pastoral support/ student support services within a large, complex environment such as Higher/Further Education, NHS, Social Work sector to clients with moderate to complex safeguarding concerns, including in crisis situations, from diverse cultural and social backgrounds.	Yes	
Experience of working in a multi-agency team approach, with the ability to build effective working relationships, partnerships and referral routes with key internal and external stakeholders (e.g. GPs, NHS mental health services and third sector support agencies)	Yes	
Keep up to date with current professional practice and relevant HE, international and apprenticeship practices	Yes	
Clear understanding and professional awareness in relation to data protection/GDPR requirements, dealing with highly confidential information, protection of vulnerable adults/safeguarding, and duty of care responsibilities.	Yes	
Up to date knowledge of current issues in mental health, well-being	Yes	

and welfare with a particular focus on higher education and it's regulatory bodies i.e. Ofsted, OFS and DfE.		
Experience of understanding, analysing and presenting data related to safeguarding and welfare metrics.	Yes	
Experience in delivering training to staff supporting learners, as well as facilitating workshops or training sessions for learners on topics related to mental health and wellbeing.		Yes
<b>Competencies and Skills</b>		
Resilient, confident and passionate about improving wellbeing and mental health, with an ability to sustain professional practice with warmth and integrity - especially when under pressure.	Yes	
Able to work autonomously, to take decisions and use professional expertise with appropriate support from colleagues.	Yes	
Self-reflective, with highly developed interpersonal and emotional intelligence skills.	Yes	
Excellent communication, organisation, problem solving and time management skills, with an ability to engage a broad and diverse range of stakeholder groups.	Yes	
Understanding of the diverse support needs of the changing learner and academic community, enhancing the overall quality of the student experience and championing the service to others.	Yes	
Excellent attention to detail, with ability to prioritise tasks, work to deadlines, excellent written communication and report writing skills and ability to see projects through to a successful outcome.	Yes	
Commitment to the on-going need to understand and develop practice that recognises the importance of diversity and inclusion with reference to disability, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation and gender identity	Yes	
Excellent digital literacy skills, and competent in a variety of online/digital tools.	Yes	