

Job Title Senior Programme Advisor

Department Law School

Location Leeds/Hybrid

Reports to Deputy **Director of Student Experience**

Contract Type Permanent – full-time and part-time opportunities are available

Job Purpose

The Senior Programme Advisor provides dedicated, proactive, high-quality pastoral and academic progress support to their allocated students. They offer students a consistent, specialist point of contact for guidance, wellbeing and safeguarding signposting, attendance and engagement support, navigation of University processes, as well as quality pastoral and academic progress support throughout their programme of study.

A Senior Programme Advisor plays a crucial role in creating a positive and supportive student experience by building rapport with students, using data to monitor engagement and academic progress, taking a proactive, early-intervention approach to support a student's academic progress, identifying emerging issues, ensuring students are connected quickly to appropriate specialist services and ultimately supporting progression through their programme of study.

Key Responsibilities

- Serve as the primary pastoral point of contact for their allocated students throughout their programme, meeting them one-to-one via Teams at key points in the academic cycle and maintaining regular ongoing communication.
- Build and maintain supportive, professional relationships with students, providing clear guidance on navigating their studies.
- Keep accurate written and contemporaneous records of all student interactions, meetings and communications.
- Proactively review student attendance, engagement and academic progress data to identify students who are at risk of disengagement.
- Intervene proactively when a student shows signs of disengagement, poor attendance or well-being concerns by initiating timely and sensitive support to enable the student to re-engage with their studies.
- Manage the full pastoral relationship with their allocated students, providing guidance on wellbeing, personal challenges and study-related concerns within the limits of the role.
- Identify when a student needs support beyond the scope of the role including specialist counselling, learning support services or safeguarding concerns and escalate or refer appropriately, ensuring effective handover and follow-up as required.

- Provide clear and accurate information and guidance to students on programme processes including assessments, programme timelines, extenuating circumstances, appeals and progression.
- Liaise closely with Programme Teams and Professional Services to ensure a joined up and consistent student experience and contribute to the continuous improvement of pastoral provision.

Skills, Experience & Qualifications

Descriptor	Essential	Desirable
Experience in a student facing pastoral or advisory role		x
Undergraduate degree	x	
Excellent written and communication skills	x	
Ability to maintain confidentiality and exercise good judgement	x	
Confidence using digital platforms Teams, Excel, Online forms, Outlook	x	
Strong interpersonal skills and good verbal communication	x	
Strong organisational skills with ability to manage a caseload	x	
Mental health first aid training		x
Ability to work with multiple stakeholders	x	
A positive student-centred approach with focus on the student experience	x	
Experience working in higher or further education		X
Knowledge of student support structures and academic processes	x	
Experience of working with learning support needs		x
Experience of supporting students with wellbeing, welfare or personal challenges		x
An understanding of the challenges faced by students	x	
Excellent communication skills and a willingness to listen and seek out the opinion of others	x	
Ability to work with data to inform next steps	x	
Ability to evaluate risk, exercise professional judgement, identify the correct referral point and respond in a timely manner	x	
Able to deal with difficult/sensitive issues with compassion and professionalism	x	

Values & Behaviours

- Everybody Matters
- Trust and Respect

- Stronger Together
- Embrace Change
- Student, Learner and Client Centric

Additional Information

- Training will be provided in safeguarding, learning support procedures, student record systems, and relevant University policies.
- Some weekend and evening work will occasionally be required for part-time students.

Pre-employment Checks

- Credit Check ****Remove if not required.**
- DBS Check ****Remove if not required.**
- Other Check(s) (please specify) ****Remove if not required.**

BPP actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates. BPP will select candidates for interview based on their skills, qualifications and experience. Please note that for those posts that are exempt from the Rehabilitation of Offenders Act 1974, the successful candidate will be required to undertake a DBS check in addition to BPP undertaking any necessary online searches. This is deemed appropriate and necessary from a safeguarding perspective, and in line with BPP's safer recruitment practices.

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