****

Job Title: Mental Health and Wellbeing Administrator

**Department:** Group Education Services

**Location:**  Hybrid

**Position:** Full Time

**Reporting to:** Mental Health and Wellbeing Manger

**Job Background and Purpose**

The Mental Health and Wellbeing Administrator will play a key role in supporting the delivery of the Student Welfare and Support Services at BPP.

This role involves managing key admin tasks, triaging student referrals, and helping deliver impactful wellbeing projects and events. You'll play a part in ensuring students and staff receive timely support, and contribute to wider awareness and engagement initiatives within the Student Welfare and Support team. The role is key part of a busy national Student Welfare and Support service.

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. All responsibilities must be carried out in line with GDPR and university data protection policies, as well as in accordance with relevant regulatory and sector-wide frameworks.

**Key Responsibilities**

1. Monitor and manage the team inbox, responding to general enquiries and escalating where appropriate.
2. Process incoming student referrals, including triaging low-risk concerns, allocating to appropriate team members, and providing relevant resources.
3. Maintain accurate records and databases, including updating Excel spreadsheets and internal systems.
4. Assist in the coordination and administration of internal wellbeing projects, including meeting coordination, data collection, and reporting.
5. Support the planning and delivery of wellbeing events and awareness campaigns across the university, including national wellbeing days and themed weeks.
6. Assist with logistics, communications, and promotional materials for events and campaigns.
7. Contribute to the development and delivery of outreach initiatives aimed at raising awareness of mental health and wellbeing services.
8. Support the creation and distribution of wellbeing resources and communications.
9. Ensure all activities are carried out in line with university policies, including data protection and safeguarding.
10. Provide flexible administrative support for any other administrative tasks commensurate with the role.
11. Perform from time to time other such duties as may be consistent with the post.

**Candidate Criteria**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Education and Qualifications** |  |  |
| A degree (or equivalent qualification) or relevant professional experience. | Yes |  |
| Excellent working knowledge of Microsoft Office packages | Yes |  |
| Further training or qualifications in administration, mental health, or student support |  | Yes |
| At least Level 2 English and Maths | Yes |  |
| **Experience and Knowledge** |  |  |
| Experience in an administrative role, ideally within a higher education or student support setting | Yes |  |
| Experience supporting events, campaigns, or outreach activities |  | Yes |
| Ability to build excellent internal relationships with other teams at BPP | 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 |  |
| Experience of understanding, analysing and presenting data related to welfare and student support metrics. |  | Yes |
| Awareness of mental health and wellbeing issues affecting students in higher education. |  | Yes |
| **Competencies and Skills** |  |  |
| Ability to plan, prioritise and be accountable for own work | 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 verbal and written communication, organisation, problem solving and time management skills | Yes |  |
| Ability to maintain accurate records including documents and data | 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 |  |
| Adherence with all BPP employee policies and procedures | Yes |  |
| Excellent digital literacy skills, and competent in a variety of online/digital tools. | Yes |  |