

JOB DESCRIPTION
Covid-19 Student Support Manager, Student Wellbeing Services
Vacancy Ref: A3560

Job Title: Covid-19 Student Support Manager	Present Grade: 7
Department/College: Student Wellbeing Services	
Directly responsible to: Head of Student Support and Wellbeing	
Supervisory responsibility for: Covid-19 Student Support Officer; Student Wellbeing Coordinators	
Other contacts Internal: Students; College staff; academic staff; Student and Education Services staff; Information Systems and Services; Accommodation service; Security External: parents; external enquiries	
Major Duties: <p>The Covid-19 Student Support Manager manages the University's Covid-19 Student Support Team, who are responsible for responding to and recording student reports of suspected coronavirus symptoms/test results/self-isolation, providing advice and coordinating student support, supporting the booking system for Covid-19 tests on campus and providing a comprehensive, 7 days a week, enquiries service via email and telephone. The team sit within Student Wellbeing Services and, when they have capacity, also support more broadly the provision of student support and advice.</p> <p>Main duties include:</p> <ul style="list-style-type: none"> Managing the Covid-19 Student Support Team, including providing support, training and development for staff as required; Ensuring the Covid-19 Student Support Team provides a high level of support to the following operations: <ul style="list-style-type: none"> The system for students to report suspected symptoms/test results/self-isolation; Provision of accurate data reports to senior management, as required; Dedicated support for students self-isolating, including on-line drop in sessions and a welfare check system; Student, parent and staff enquiries relating to Covid-19 over email and telephone, 7 days a week; The booking system and associated enquiries support for the Asymptomatic Test Site on campus; Communications and information sharing related to Covid-19; Managing information flow through the Connect Lancaster system; Any other student support activities as directed by the Head of Student Support and Wellbeing. Pro-actively responding to changes to the needs of the University and of students in relation to the Covid-19 pandemic management plan and developing appropriate support and data management systems. Working closely with Colleges and the Security and Accommodation teams to provide a high level of support for students. Leading on the development of systems and processes to ensure effective data management and information sharing. Supporting other student support initiatives led by Student Wellbeing Services, as required. 	