**JOB DESCRIPTION**

**Vacancy Ref: N2801**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Support Officer (Covid-19/Student Advisory Services)</th>
<th>Present Grade:</th>
<th>6</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Student and Education Services</td>
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<td>Directly responsible to:</td>
<td>Covid-19 Student Support Manager</td>
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<td>Supervisory responsibility for:</td>
<td>Student Support Coordinator (Covid-19), Covid-19 Student Support Assistants, Student Staff</td>
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**Other contacts**

**Internal:** Students; College staff; academic staff; Student and Education Services staff; Information Systems and Services; Accommodation service; Security and Portering staff

**External:** Parents; external local services and agencies

**Major Duties:**
The Student Support Officer (Covid-19/Student Advisory Services) is responsible for providing support to the University’s Covid-19 student response team, and student support and advice services. The role holder will manage the reporting and response system for Covid-19 incidents, respond to requests for information and support from students via email and telephone, provide advice and help to both students and parents, manage the on-campus delivery of Covid-19 test kits, and support the University’s test site bookings and enquiries systems. The role holder will also be asked to contribute to projects and activities to support students and provide advice as required.

Main duties include:

- Managing the Covid-19 Student Support Coordinator and Assistants to ensure effective delivery of the service, 7 days a week.
- Managing and responding to student reports of suspected coronavirus symptoms, positive tests, self-isolation and requests for help.
- Managing information flow through the digital recording and monitoring systems and providing analysis as required.
- Providing advice to students and staff on self-isolation guidelines and the University support available, via email and telephone.
- Asking students for more information and where necessary sharing information with relevant members of staff in the Departments, Colleges, Accommodation Service and Student Wellbeing.
- Supporting the booking system, queries and reports for the University’s Covid-19 testing programme.
- Working with the Covid-19 Student Support team members and colleagues in the Security and Portering team to manage the delivery of Covid-19 test kits and other essential items to students on campus.
- Providing reports to Departments, Colleges, Student Wellbeing and senior management as requested.
- Supporting the development of material for websites and student communications.
- General student support and advice as required.
- Contribute to projects and activities to support students as required.
- Role holder will be expected to provide some cover over weekends, on a rota basis.