

JOB DESCRIPTION

Job Title	Student Wellbeing Advisor		
Reports to	Wellbeing Services Manager, Central Services		
Department	Degree Education & Career Centre		
Job Family	Business Services	Level	3

About the School

At London Business School we have a profound impact on the way the world does business. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Degree Education and Career Centre contributes to the School vision by:

- Attracting and selecting talent from around the World
- Creating an environment in which students can learn
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre (DECC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes. Programmes include the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and the University of Hong Kong Business School), the Sloan Masters in Leadership and Strategy, the Masters in Finance (fulltime and modular), the Masters in



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Management (MiM) and the Global MiM, the Masters in Financial Analysis (MFA) and the Masters in Analytics & Management (MAM). The degree portfolio represents over 60% of the School's revenues. A number of programmes are ranked in the top #10 by the Financial Times.

Central Services is constituted of the following core functions:
Assessment, Operational Delivery, Wellbeing Services.

Primarily Central Services is a team of system and compliance experts, working across all degree programmes. It is responsible for managing these functional areas: academic scheduling and timetabling; student elective enrolment; assessment (grading, exams, moderation and external review, Boards of Examiners and degree certificates); faculty services (course evaluations & fixed seating); and student wellbeing (including disability support and counselling).

In addition, the department supports the School's objective to improve operational efficiencies by leading a number of DECC system & process change projects.

Job Purpose

The post has responsibility for the day-to-day provision of support for students with disabilities, mental health conditions, Specific Learning Difficulties and wellbeing issues, as well as assisting with the development of the Wellbeing Services, which are comprised of the following areas:

- **Disability Support:**
Providing an assessment of needs for students with a disability, mental health condition or Specific Learning Difficulties, as well as ensuring appropriate adjustments and/or support is in place to support their learning and academic progression.
- **Student Wellbeing:**
Providing wellbeing support and signposting to students and making appropriate referrals to the student counselling service; and providing practical advice and guidance to staff who support students' wellbeing.

The post holder will support the delivery and development of Wellbeing Services, ensuring the provision of a positive and nurturing experience for students that access the service throughout their programme.

This post is distinct from but works closely with clinical/therapeutic support services for students with mental health difficulties, such as the School's counselling service.

Key Areas of accountability and Key Performance Indicators (KPIs)



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Key areas of accountability:

Disability Services

- To provide professional, specialist and confidential 1:1 advice and guidance to students with disabilities, mental health conditions or Specific Learning Difficulties, determining the suitability of reasonable adjustments that will enable students to manage their studies.
- Ensure appropriate staff and faculty are aware of students' assessment of needs and required adjustments to support their learning.
- To undertake an initial assessment of the student's needs, signpost students to support services and refer disabled students to mentoring support if appropriate.
- To support students to apply for the Disabled Students Allowance (DSA), or other funding sources as appropriate.
- To follow School policies and safeguarding procedures, including arranging case meetings and attending panels.

Wellbeing Services

- To provide professional, specialist and confidential 1:1 support to students who are experiencing mental health difficulties or wellbeing issues.
- To provide ongoing support for individual students where there are safeguarding concerns including: meeting with students; maintaining accurate, confidential records; and working in partnership with colleagues and stakeholders to deliver support plans.
- Ensure appropriate staff and faculty are aware of students' needs and required adjustments to support their learning.
- To undertake an initial assessment of the student's needs, signpost students to support services and refer students to counselling and/or other sources of support where necessary.
- To follow School policies and safeguarding procedures, including arranging case meetings and attending panels.

Delivery and Support

- To support line manager in the development, delivery and coordination of Wellbeing Services.
- To understand and advise on the principles of confidentiality in relation to the specialist services.

Analysis and Reporting



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- To maintain accurate and up-to-date records of interactions with students, in line with GDPR and confidentiality guidance.

Compliance

- To undertake all work in line with London Business School policies, procedures and regulations and to ensure at all times the promotion of diversity, inclusivity and access in accordance with the School's policies.
- To understand the School's obligations and responsibilities under the Equality Act and to act in accordance with the Act and other relevant legislation.
- To undertake regular training and continuing professional development in order to keep abreast of changes and developments in the field of disability, mental health and wellbeing.
- To work closely with relevant HE networks (such as NADP) in order to keep up to date with good practice.

Collaboration

- To take part in registration welcome events for students in collaboration with the programme offices.
- Liaise with the Student Association in the promotion, development and delivery of the Mental Health Awareness week.

Process Improvement

- Contribute to the monitoring of processes, systems and practices within Wellbeing Services.
- To support line manager in carrying out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.



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KPIs:

- Delivery of high-quality service in disability support.
- Support and deliver student Wellbeing Services.
- Area compliance with the Equality Act and the School's Diversity Code of Practise.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- May be working towards or have a professional or specialist qualification in related fields.
- Knowledge of the latest principles, theory and practice of mental health and wellbeing, as well as an awareness of the broader developments relevant to this area or inclusion.
- Experience of working in higher education, within disability or wellbeing services.
- A demonstrable understanding of student wellbeing, and an awareness of the needs of a diverse student population.
- Experience of handling telephone and email enquiries and working with students and staff at all levels.
- Experience of co-ordinating individual support across a range of services.
- Positive experience of working within a customer-services orientated environment.
- Good basic listening skills.
- Excellent organisational skills and meticulous attention to detail.
- Ability to manage time and work with autonomy.
- Excellent IT skills, including MS Office programmes and the ability to use bespoke systems.
- Knowledge of legislative frameworks, including the Equality Act 2010, GDPR etc. In-depth understanding of the implications and requirements of the Equality Act 2010 and 'Reasonable Adjustments'.
- Knowledge of the range of support and funding available to disabled students in Higher Education.
- Ability to identify and investigate good practice and evidence from across the HE sector to inform service delivery and improvement.
- Excellent communication skills and the ability to interpret complicated regulations and explain those effectively to a range of stakeholders.

Resources including team management

Currently there is no line management responsibility.



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Staff	
Budgets	
Date Updated	25th November 2021

