

Job Description

Position:	Team Leader: Student Support, Advice & Funding
School/Service:	Directorate of Student Services and Experience
Reference:	0114-26
Grade:	Grade 7
Status:	Permanent
Hours:	Full-Time (36.25 hours per week). Usual hours 8.45am–5.00pm, Monday to Friday, with some flexible working required.
Responsible to:	Head Student Support & Wellbeing
Responsible for:	Senior Student Advisor, Student Advisors, Customer Services Assistants, Student Funding Advisor

Main Function of the Role

- Provide operational leadership for the delivery of student support, advice, triage and funding services, ensuring students receive timely, accurate and compassionate guidance that supports their academic progression, wellbeing and financial stability.
- Oversee frontline services, casework management and decision-making, ensuring clear escalation pathways, consistent application of policy, and effective resolution of complex or sensitive student issues.
- Work alongside the Head of Student Support & Wellbeing to design and deliver proactive, inclusive funding advice and support initiatives, promoting financial confidence, early intervention, engagement and a positive student experience throughout the student lifecycle.
- Provide effective line management for the Senior Student Advisor, Student Advisors, Customer Services Assistants and Student Funding Advisor, including workload planning, supervision, performance management, coaching and professional development.
- Deputise for the Head of Student Support & Wellbeing, providing operational oversight, decision-making and service continuity; and support the Team Leader: Student Experience & International Support by covering key responsibilities during periods of absence.

Principal Duties and Responsibilities

Leadership & Management

1. Provide day-to-day leadership, supervision and operational support for the Student Advisors, Reception and Student Funding Advisor teams.
2. Manage performance, workload allocation, rotas and professional development to ensure a resilient, high-performing service.

3. Ensure the delivery of high-quality, compliant and student-centred advice across personal, academic and financial matters, maintaining up-to-date knowledge of internal policies, and sector best practice.
4. Lead and contribute to wider Student Services projects and cross-departmental initiatives, supporting service innovation, policy development, compliance activity and the enhancement of student-facing processes as directed by the Head of Student Support & Wellbeing.
5. Ensure consistent, high-quality advice and support across all channels (in-person, digital, telephone).
6. Develop and maintain induction programmes, training materials and competency frameworks for staff.

Student Support & Advice

7. Oversee triage, case allocation and decision-making to ensure timely and appropriate support to students on campus and off campus.
8. Support students experiencing academic, personal, wellbeing or financial challenges, ensuring compassionate and solution-focused responses.
9. Maintain clear escalation pathways to specialist teams (Wellbeing, Disability, Safeguarding, International Student Support).
10. Provide guidance, case supervision and professional advice to staff managing complex or sensitive cases.
11. Provide flexible support for the ad-hoc delivery of student services at Queens, GMBS and the Medical School, ensuring consistent service standards across all sites.

Frontline Services

12. Oversee reception at Senate House, triage and enquiry-management operations, ensuring efficient queue management and high-quality enquiry resolution.
13. Ensure frontline staff deliver a welcoming, professional and student-centred service, working closely with front line services in the library.
14. Monitor demand patterns and adjust staffing to meet operational needs and peak periods.
15. Respond to complaints, service issues and complex enquiries that cannot be resolved at lower levels.

Funding & Money Advice

16. Oversee the delivery of financial guidance, hardship support and funding advice to students, working closely with the Team Leader: Student Experience & International Support.
17. Ensure accurate, accessible information on student finance, bursaries, scholarships and hardship processes.

18. Monitor trends affecting student financial wellbeing and propose service improvements or early-intervention initiatives and support the Head of Student Support & wellbeing with monitoring the budgets.
19. Support the administration, evaluation and reporting of financial support schemes, hardship funds and crisis support.
20. Work collaboratively with Finance, the Students' Union and external agencies to enhance financial wellbeing support.

Service Quality, Data & Improvement

21. Use data, feedback, casework insight and service intelligence to inform service design and continuous improvement.
22. Use data, feedback, casework trends and service intelligence to drive continuous improvement, identifying gaps, enhancing processes, and implementing changes that strengthen student outcomes and reduce barriers to success.
23. Contribute to departmental planning, reporting, quality assurance and audit processes. Support compliance with institutional policies, expectations and OfS Conditions relating to student support.
24. Maintain oversight of systems, data dashboards and reporting tools to support evidence-based decision-making and review systems and platforms in place to ensure value for money.

Cross-University Collaboration

25. Work closely with academic colleagues, Student Services, Quality Transformation Unit (QTU), Financial Services, the Students' Union and other stakeholders to support student success.
26. Represent the service at working groups, committees, networks and University events.
27. Support enrolment, induction, transition and other key student lifecycle activities.
28. Build effective partnerships that enhance student experience, belonging and retention.

Risk & Compliance

29. Ensure accurate record-keeping and adherence to data protection requirements.
30. Support compliance-related audits, reporting and evidence gathering.

General Responsibilities

- Deal competently and sensitively with stakeholders who may be distressed or demanding, maintaining confidentiality in line with GDPR.
- Ensure a safe working environment and uphold University policies including Health & Safety, Equality, Diversity & Inclusion and Dignity at Work.

- Ensure the integrity and confidentiality of data in line with statutory and corporate requirements.
- Demonstrate awareness of environmental and sustainability issues and support the University's associated strategy.
- Undertake any other duties commensurate with the role.

Note: This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

Person Specification

Position:	Team Leader: Student Support, Advice & Funding	Reference:	0114-26
School/Service:	Student Services and Experience	Priority (1/2/)	Method of Assessment
Criteria			
1 Qualifications			
1 a) Honours degree and equivalent level of experience working in Higher Education.		Priority 1	Application Form/Documentation
1 b) Evidence of ongoing professional development relevant to student support, advice, wellbeing, funding or leadership		Priority 1	Application Form/Documentation
1c) AMOSSHE membership		Priority 2	Application Form/Documentation
1 d) Higher degree and/or equivalent HE student support experience		Priority 2	Application Form/Documentation
2 Skills / Knowledge			
2 a) Ability to analyse data, identify trends and produce clear, actionable reports.		Priority 1	Application Form/Interview
2 b) Ability to manage complex or sensitive cases with professionalism, empathy and sound judgement.		Priority 1	Application Form/Interview
2 c) Strong leadership skills with the ability to motivate, develop and support high-performing teams.		Priority 1	Application Form/Interview
2 d) Understanding of the student lifecycle and factors influencing engagement, belonging, retention and success		Priority 1	Application Form/Interview
2 e) Strong understanding of student support, wellbeing, academic and financial issues affecting students		Priority 1	Application Form/Interview/
2 f) Highly competent in the use of IT e.g., proficient in the use of Microsoft Office, Word Excel, Access, Outlook etc.		Priority 1	Application Form/Interview
2 g) Understanding of the challenges students encounter during their transition into UK Higher Education, including expectations, adjustment and integration.		Priority 1	Application Form/Interview/Assessment
2 h) Experience of working to tight deadlines and prioritising work in response to quickly emerging concerns		Priority 1	Application Form/Interview
3 Experience			
3 a) Significant experience delivering student support, advice or frontline services in Higher Education		Priority 1	Application Form/Interview
3 b) Experience supervising or managing staff, including performance management and workload allocation		Priority 1	Application Form/Interview
3 c) Significant experience working in a student-facing support, engagement, or wellbeing environment within Higher Education.		Priority 1	Application Form/Interview
3d) Experience planning and delivering events, campaigns or engagement activities.		Priority 1	Application Form/Interview

3 e) Experience contributing to service improvement, operational planning or cross-departmental projects	Priority 1	Application Form/Interview
3 f) Experience supporting students with financial, academic, wellbeing or personal challenges	Priority 1	Application Form/Interview
3g) Experience working across multiple sites or delivering services flexibly	Priority 1	Application Form/Interview
4 Personal Qualities		
4 a) Calm, resilient and able to work effectively under pressure.	Priority 1	Interview
4 b) Excellent interpersonal and communication skills, with the ability to engage diverse student groups and stakeholders.	Priority 1	Interview
4 c) Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 d) Student-centred approach with a commitment to enhancing Student support, engagement and success	Priority 1	Interview
4 e) Ability to work flexibly across sites and adapt to operational needs	Priority 1	Interview
5 Other		
5 a) Able to work flexibly and remotely and undertake travel to meet the needs of the role and service	Priority 1	Interview
5 b) Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	Priority 1	Interview
5 c) Commitment to the University's policy on Equal Opportunities and Diversity	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.