

# POSITION DESCRIPTION STUDENT SUPPORT ADVISOR (1 FTE)

## Our Vision

A world shaped by love, compelled and informed by the Gospel.

## Our Mission

To equip students and scholars to renew their communities with a faith as intelligent as it is courageous.

## Location

This role is based at Laidlaw's Henderson campus.

## Key Relationships

**Responsible to:** Student Support Manager & Student Experience Co-Lead

**Other Key Relationships:** Students  
Student Experience Team  
Lecturers  
Student Dean

## Role Purpose

The Student Support Advisor provides support for students (level 4-7) in all Laidlaw programmes, enhancing the student experience and contributing to the successful completion of courses and programmes. This role works with students on an individual and group basis to assist them with challenges and issues they face during their academic study. The role also supports enquirers and prospective students to navigate the admissions, enrolment and orientation processes. The Student Support Advisor provides guidance regarding the general requirements of assignment completion and ensures the access and use of learning resources is well supported.

The Student Support Advisor will also undertake other key tasks and projects as appropriate to their role and assigned by the Student Support Manager.

# Role Accountabilities

ACCOUNTABILITIES	KEY TASKS
<b>Pastoral and Academic Support</b>	<ul style="list-style-type: none"><li>• Assist students through the enquiry, application, enrolment, and orientation stages of admission to Laidlaw College.</li><li>• Provide support to students who need assistance with their study. This may include individual and group meetings to discuss matters raised in lectures and assist with clarifying the tasks and requirements of assessments.</li><li>• Provide an environment where support integrated with proactive assistance can be offered to students in accessing and using learning resources, including Moodle, My Study Works (at risk students) and communicating with teaching staff.</li><li>• Support students to manage their educational journey such as engaging with other Laidlaw teams, making changes to enrolment, and applying for extensions.</li><li>• Provide pastoral care and refer students to counselling services as necessary.</li></ul>
<b>Administration</b>	<ul style="list-style-type: none"><li>• Complete administration tasks relevant to the role in liaison with the Student Support Manager.</li><li>• Attend Student Support Team meetings and contribute to Student Experience team events and projects.</li></ul>

# Qualifications, Skills & Experience

QUALIFICATION/SKILLS/ EXPERIENCE	DETAILS
<b>Educational qualifications</b>	<p><b>Essential</b> Tertiary level qualification, preferably bachelor's degree or higher.</p> <p><b>Desired</b> Bachelor's degree in Counselling, Education or Theology related fields.</p>
<b>Skills/Knowledge/ Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Committed to the Mission and Vision of Laidlaw College.</li> <li>• Strong focus on service; well-developed interpersonal and communication skills including confidence in the use of a variety of communication methods.</li> <li>• Friendly, sensitive and helpful attitude towards students and others within the Laidlaw community.</li> <li>• Strong planning and organisational skills. Conscientious attention to detail. Effective administration skills.</li> <li>• Excellent computer skills (Microsoft Office applications, email, cloud and web-based systems)</li> <li>• Ability to work alone, but also able to work collaboratively with others in a team environment.</li> <li>• Able to take initiative and be flexible regarding the key tasks outlined above.</li> </ul> <p><b>Desired</b></p> <ul style="list-style-type: none"> <li>• Knowledge of, and preferably experience in, working at tertiary level educational institutions.</li> <li>• Understanding and experience of Māori and/or Pasifika cultures and languages.</li> </ul>