

Position / Job Title:	Student Success Coach (DBS Required)
Ref:	463
Location/Building:	Any University Building
Faculty/Professional Service:	Student Services
Group/Section:	Student Support and Wellbeing
Normal hours per week:	37 hrs (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	4
Accountable to:	Senior Student Success Coach
(DBS only) We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our Safeguarding Policy.	

Job Purpose

The Student Success Team provides information, guidance and support to students across a wide range of welfare challenges that may prevent them engaging with their studies and university life, utilising a solution focused, strengths-based approach.

The team acts as a primary point of contact for non-academic student concerns, conducting needs assessments, providing direct support utilising and solution-focused, strengths-based approach and making onward referrals to other sources of advice and support.

This post is based in Student Services but working closely with academic and professional services staff as part of an integrated model of delivery.

Main Responsibilities

1. To engage with students to assist them with all stages of university life; proactively delivering advice, guidance, and appropriate tailored intervention to positively influence student retention.
2. To provide first line support for any student experiencing personal difficulties that may impact upon their ability to successfully complete their programme.
3. Assess student needs and in partnership with the student, make a plan for further support utilising a coaching approach to help students identify goals and implement solutions.
4. Provide sensitive and empathic support while maintaining appropriate boundaries and promoting students' resilience and independence.
5. Advise students on the provision of available resources to support their mental wellbeing, including counselling and mental health specialists.
6. Work collaboratively with colleagues within Student Services to ensure cohesive support for students across teams.
7. Liaise with academic and professional staff to support students who may be struggling with personal issues impacting their studies and to offer expert advice to staff on issues around student welfare support at Bournemouth University.

8. To act as first point of contact for any Care Experienced, estranged or vulnerable students where their circumstances may impact on their engagement and who may need additional support,
9. Dealing with sensitive and confidential issues within the frameworks of the Data Protection Act and any other professional and statutory guidelines
10. Utilise the case management system to maintain accurate records of student interactions, interventions, and support provided. This includes documentation of needs assessments and referrals.
11. Recognise and report safeguarding issues to the Safeguarding Team and provide support to the Safeguarding leads as appropriate
12. Maintain up to date knowledge of developments in the sector generally relating to student health & welfare and actively contribute to service improvement to enhance student experience, providing a high-quality service to all stakeholders, whilst improving efficiency and effectiveness of core University processes and systems.
13. As part of the wider Student Services team to provide support for activities at key times of year (e.g. arrivals, open days, confirmation & clearing)
14. Any other reasonable duties associated with the role.

Organisation Chart

TBC

Contacts

Internal: All BU staff and students

External: Potential students, parents, local community, statutory bodies and all other BU stakeholders

Challenges

This role involves direct work with students who may disclose distressing information. Empathy and sensitivity are key elements of this role as is the ability to remain calm under pressure and in challenging situations.

It is expected that the postholder will provide advice and guidance to students in line with their job role and will refer students to the appropriate specialist services where a higher support requirement is identified. On that basis they will need to be able to provide an empathetic and knowledgeable service to staff and students whilst understanding the limits of their own expertise so the student can be referred on at the appropriate point. Collaborative working with faculty academic and professional and support staff will be necessary to ensure a joined-up approach to student support. The postholder will need to ensure they are continually keeping up to date with all university support services in order to ensure that staff and students are provided with accurate and relevant correct signposting information.

Information Governance Responsibilities

Data User

Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

April 2025

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Faculty / Service: Student Services	Date: April 2025
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Satisfactory enhanced DBS check	E
Educated to degree level in a relevant discipline (work experience will be applicable and can substitute for qualifications)	E
Experience of assessing need and providing first line welfare and support services to potentially vulnerable client groups.	E
Experience/knowledge of the Higher Education sector and in particular an understanding of the issues relating to student transition, wellbeing, welfare and retention	E
Understanding of the issues of client confidentiality and data protection issues	E
Values diversity and difference, operates with integrity and openness	E
Understanding of managing risk and safeguarding children and vulnerable adults, awareness of limitations of own expertise and when to escalate	E
Skills	
Excellent interpersonal skills with the ability to communicate effectively with students and staff at all levels.	E
Strong collaborative and team working skills	E
Excellent IT, data, and digital skills	E
Good administrative skills including the ability to coordinate meetings and take minutes	E
Ability to record and analyse data to produce accurate reports.	E
Attributes	
Energetic, enthusiastic, resilient and highly motivated	E
Ability to work flexibly and calmly under pressure with competing priorities.	E
Ability to motivate engaged and disengaged students	E
Demonstrates tact and diplomacy with staff and students	E
Uses empathy and sensitivity in dealing with student issues	E
Understanding of boundaries and limits of own expertise and willing to refer cases on when expertise is reached	E
Demonstrable ability to work upon own initiative and ability to work independently as well as part of a team	E
Willingness to develop coaching skills and assist others to adopt a coaching approach to student support	E
Demonstrable commitment to service excellence	E
Committed to own personal professional development	E