

Role Title:	Student Support Officer
Contract:	Permanent, Full Time
Salary:	£33,000 – £34,000 commensurate with Experience
Location:	MetFilm School Leeds, Prime Studios
Reporting to:	Principal, MetFilm School Leeds
Start Date:	Summer 2022

To apply for this role please send a CV and cover letter to jobs@metfilm.co.uk, including the title of the role in the subject line, by Thursday 12th May 2022.

Student Support Officer

About the Role

MetFilm School is recruiting for a Student Support Officer to join the Student Support team, with the new role being based at its new Leeds campus. The successful candidate will be responsible for providing general support and advice students and assisting in related administrative tasks.

The successful candidate will work closely with academic colleagues and support staff across our London, Leeds and Berlin campuses. The role may include occasional travel for training and business purposes.

About MetFilm School

MetFilm School is one of the largest film schools in Europe, running undergraduate and postgraduate programmes across our London, Leeds and Berlin campuses as well as a portfolio of non-accredited courses. Our mission is to inspire a new generation of creative screen professionals and our educational philosophy is defined by the unique and multiple ways in which we bring education and industry together through pedagogy, production and partnerships.

MetFilm School has opened a new campus in Leeds, with courses beginning in September 2022. We will offer 2 undergraduate programmes (BA Content, Media & Film Production and BA Acting for Screen) and 3 postgraduate programmes (MA Directing, MA Cinematography, and MA Screenwriting) in Leeds, beginning in September 2022.

We are committed to establishing a culture of diversity and inclusivity at MetFilm School, where all staff and students can work, learn, be ourselves, and reach our full potential. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

MetFilm School is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs and expects all staff to share this commitment.

All posts are subject to Right to Work and Enhanced DBS checks.

Key Accountabilities

- provides information, advice and guidance to students and prospective students on disability related topics and support arrangements in Leeds.
- promoting maintenance of positive mental health, personal resilience and providing a crisis response when needed.
- the role holder will deliver mental health and disability awareness sessions to colleagues in Leeds
- works with students to understand and access internal support mechanisms, eg assessment extensions, mitigating circumstances, funding advice, individual support plans, counselling service, wellbeing support.
- act as a key point of contact for non-academic queries
- provides administrative support to monitor the student journey such as attendance monitoring.
- assists in maintaining and updating role related policies and processes for the Leeds campus.
- liaises with external agencies, external suppliers of equipment, support workers, and Social Services and where appropriate, to undertake advocacy and to negotiate on behalf of students.
- works with Head of Student Services and Leeds Principal to develop signposting for local services for a range of student support needs.
- acts as liaison for safeguarding enquiries and concerns

You may also be required to carry out other duties in keeping with the nature of the post as directed by, and agreed with your line manager.

Knowledge and Qualifications

Essential

- An undergraduate degree
- Experience of working in an advisory and supportive capacity with disabled people.
- Experience of liaising with a range of individuals and organisations to ensure support requirements are working and progressing appropriately.
- Experience of providing support and guidance in a collegiate manner to colleagues.
- Experience in use of online record systems, reporting software and data management
- Ability to manage a busy workload to tight deadlines, with excellent organisation and attention to detail
- Evidence of initiative and problem-solving skills
- Excellent IT skills, particularly in Excel and Word
- A professional manner and an ability to handle sensitive information
- A desire to work in a highly collaborative environment
- A willingness to understand and adapt to new challenges

Desired

- Experience working in an education setting and delivering student support services.
- A customer service approach to problem solving.
- Knowledge of safeguarding principles
- General knowledge of disability and wellbeing issues including:
 - Mental health
 - Asperger's syndrome and other autistic spectrum conditions
 - Sensory impairments
 - Mobility impairments
 - Long-term health conditions
 - Specific Learning Differences
 - Neurodiversity

Skills, Experience and Achievements

Essential

- Analytical and problem-solving capability.
- Ability to effectively organise a varied workload, managing conflicting priorities and tight deadlines.
- Ability to solve problems and deal with challenging situations by using initiative, creativity and a solutions-focused approach to establish practical and innovative solutions.
- Ability to keep up to date with changes and developments in policies and processes
- Proven ability to engage with, develop and sustain appropriate internal and external networks
- Excellent verbal and written communication skills.

Special Features

- Postholder is required to work flexibly to support events or to meet particular deadlines, if these fall outside usual working hours.
- Role requires a considerable amount of 1:1 work with adults and under 18's in the case of applicants, who may have specific and/or global learning difficulties, cognitive impairment(s) mental health difficulties, sensory and physical impairments.
- Role requires postholder to be work with student(s) who are at risk, in care, care leavers or are victims of abuse or political torture. Role includes providing advice and guidance to these individuals - due to the student(s) vulnerability, postholder is in a position of responsibility and influence over these individuals.