



MetFilm School Berlin

Role Title: Student Support Officer

Contract: Permanent – Part-time 30 hours per week

Reporting to: Head of Student Services, London

Salary: €29,000

Location: MetFilm School Berlin, BUFA Studios

Start Date: Immediately

The Organisation:

MetFilm School is one of the largest film schools in Europe, running BA and MA programmes across our London 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 brings together passionate and creative specialists at the forefront of the industry. It is comprised of individual but mutually supported teams, united by a collective interest in the continuing development of the screen industries.

About the role

MetFilm School is recruiting for a Student Support Officer to join the Berlin Campus and Student Services Team. The successful candidate will be responsible for delivering student support, advice and assisting in general administration tasks.

The role requires working closely with academic colleagues and support staff across both London and Berlin campuses, to communicate effectively about support needs assist in overseeing the student journey. The role may include occasional travel to London for training and business purposes.

Key Responsibilities:

- Works alongside the Disability & Wellbeing Adviser to provide information, advice and guidance to students and prospective students on disability related topics and support arrangements in Berlin.
 - In line with agreed processes, works with students to understand and access internal support mechanisms, eg assessment extensions, mitigating circumstances, funding advice, individual support plans, counselling service, wellbeing support.
 - Provides administrative support to monitor the student journey such as maintenance of registers, attendance monitoring, assessment data reporting, change of circumstance requests (eg course transfers, withdrawals and interruptions).
 - Assists in maintaining and updating policies and processes for the Berlin 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 Berlin Principal to develop signposting for local services for a range of student support needs.
-

Knowledge and Qualifications:

Essential:

- Fluent in both written and spoken English and German
- Experience in use of online record systems, reporting software and data management
- Experience in use of Microsoft Office 365
- Educated to degree level

Desired:

- 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 Difficulties
 - Neurodiversity
- Experience working in an education setting and delivering student support services.
- A customer service approach to problem solving.
- Knowledge of safeguarding principles

Skills, Experience and Achievements

Essential:

- Analytical and problem-solving capability.
- Ability to effectively organise a varied workload, managing conflicting priorities and tight deadlines.
- Analytical skills with the ability to analyse qualitative and quantitative data.
- 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:

- Role requires submission of a current *Erweitertes Polizeiliches Führungszeugnis*
- Postholder is required to work flexibly to support events or to meet particular deadlines if these fall outside of 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.

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

How to Apply:

To apply for this role please email your CV and a covering letter to: jobs@metfilm.co.uk including the title of the role in the Subject line.

Due to the nature of this role we will be shortlisting candidates as applications are received. We therefore reserve the right to close this vacancy as soon as a suitable candidate has been appointed. It is therefore advisable that you submit your application as early as possible to avoid disappointment.

Application window closes 23:59 on Tuesday 31st August 2021.