

## JOB DESCRIPTION

### 1. JOB DETAILS:

<b>Position Title:</b>	<b>Officer – Student Success &amp; Well-being</b>
<b>Reports to:</b>	<b>Section Head - Student Success &amp; Well-being</b>
<b>Department</b>	<b>Student Affairs</b>
<b>Location:</b>	<b>Abu Dhabi, UAE</b>
<b>Grade:</b>	<b>6</b>
<b>Prepared / Revised on:</b>	<b>April, 2021</b>

### 2. JOB PURPOSE / ROLE:

Provide administrative support to the student success & well-being section, which supports activities for student success at Sorbonne University, Abu Dhabi (SUAD).

### 3. JOB DIMENSIONS

<b>Number of Staff Supervised:</b>	<b>Direct Reports:</b>	group of students
	<b>Total:</b>	<b>0</b>

### 4. KEY ACCOUNTABILITIES:

<b>Key Priority</b>	<b>Key Activities</b>
Peer Mentor Program	<ul style="list-style-type: none"> <li>Coordinate the Peer Mentor Program by identifying and recruiting mentors and mentees, overseeing timesheets, and managing training logistics to ensure smooth program delivery.</li> <li>Support daily work of the Peer Mentor and ensure the necessary follow-up is done in a timely manner.</li> </ul>
Peer Tutor Program	<ul style="list-style-type: none"> <li>Facilitate the Peer Tutor Program through recruitment, scheduling, timesheet oversight, and coordination of training activities to support academic success.</li> </ul> <p>Support daily work of the Peer Tutor and ensure the necessary follow-up is done in a timely manner.</p>
Student Support (Counselling, POD, Complaint)	<ul style="list-style-type: none"> <li>Schedule and coordinate appointments for students with the university's Counselling Service, ensuring confidentiality and timely access.</li> <li>Support the coordination and monitoring of academic accommodations for People of Determination (POD).</li> <li>Provide initial support to students experiencing challenges or having concerns and refer/report their cases to the Head of Section.</li> <li>Maintain accurate data logs for student support services, incident reports, and complaints.</li> </ul> <p>Ensure timely follow-up and closure of student support cases by conducting regular follow-ups.</p>
Wellbeing and success Events	Assist in planning and executing wellbeing events, awareness campaigns, and a success workshop. Coordinate logistics, liaise with departments and partners, and support peers and student participation in university-wide initiatives.
Promotion and Outreach	Support promotional activities by preparing content, developing marketing materials and student engagement activities, and collaborating with the Communications Department team to enhance visibility of services.

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Policies and Procedures	Assist in updating the section's policies and procedures and ensuring alignment with departmental strategies, goals, KPIs, and standards.
Reporting	Prepare accurate and timely reports on student support services, incidents, and case logs for review by the Head of Section.
Related Duties	Undertake other responsibilities and assignments as delegated by the Line Manager to support departmental operations.

### 5. QUALIFICATIONS, EXPERIENCE, & SKILLS:

**Minimum Qualifications:**

- Bachelor's degree

**Minimum Experience:**

- 2 years' experience in a similar role, preferably in the Higher Education sector

**Job-Specific Skills:**

- Planning and organizing skills
- Knowledge of cultural, social and sport activities suitable for students in the local culture
- Administration skills
- Interpersonal skills
- Proficient and professional level use of all Microsoft Office programs
- Languages: English. French and Arabic would be an added advantage

**Line Manager Name & Signature:**

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**Employee Name & Signature:**

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**Date:**

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**Date:**

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