

JOB DESCRIPTION

1. JOB DETAILS:

Position Title:	Officer – Student Success & Well-being
Reports to:	Section Head - Student Success & Well-being
Department	Student Affairs
Location:	Abu Dhabi, UAE
Grade:	6
Prepared / Revised on:	July, 2025

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

Number of Staff Supervised:	Direct Reports:	group of students
	Total:	0

Key Priority	Key Activities
Student Support (Counselling, SOD)	<ul style="list-style-type: none"> Schedule and coordinate appointments for students with the university's Counselling Service, ensuring confidentiality and timely access. Coordinate academic and campus accommodations for Students of Determination (SOD) in collaboration with faculty and relevant departments, ensuring accessibility and inclusion throughout the student journey.
Student Complaint	<ul style="list-style-type: none"> Support the handling of student complaints, behavioral incidents, and wellbeing concerns, ensuring accurate documentation. Ensure confidentiality and responsibly handle sensitive and emergency incidents. Ensure timely follow-up, maintain accurate case tracking logs, and close cases through consistent monitoring and daily record updates.
Peer Tutor and Mentor Programs	<ul style="list-style-type: none"> Facilitate and coordinate the Peer Tutor/Mentor Program through assisting in the recruitment of tutors, scheduling, overseeing timesheets, attendance follow-ups, and organization of workshops/training to support academic success and ensure smooth program delivery. Support daily work of the Peer Tutor/Mentor and ensure the necessary follow-up is done in a timely manner.
Wellbeing and success Events	<ul style="list-style-type: none"> Assist in planning, executing, and promoting 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
Policies and Procedures	<ul style="list-style-type: none"> Assist in updating the section's policies and procedures and ensuring alignment with departmental strategies, goals, KPIs, and standards.
Reporting	<ul style="list-style-type: none"> Prepare accurate and timely reports on student support services, incidents findings, and case logs for review by the Head of Section.
Related Duties	<ul style="list-style-type: none"> Perform other responsibilities and assignments as delegated by the Line Manager to support departmental operations.

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5. QUALIFICATIONS, EXPERIENCE, & SKILLS:

Minimum Qualifications:

- Bachelor's degree in social work or psychology, counselling, or a related field

Minimum Experience:

- 2–4 years' experience in student affairs or support services.

Job-Specific Skills:

- Planning communication, organizational, and interpersonal skills
- Knowledge of cultural, social and sport activities suitable for students in the local culture
- Administration skills
- Proficiency in Microsoft Office and student case tracking systems
- Languages: English. French and Arabic would be an added advantage

Line Manager Name & Signature:

Employee Name & Signature:

Date:

Date: