



STUDENT SUPPORT & ENRICHMENT OFFICER

Overview	
Job title:	Student Support Officer
Responsible to:	Assistant Principal
Responsible for:	N/A
Working alongside:	Alumni & Communications Officer, Student Services Coordinator
Grade:	Grade 6 (St John's College Graded Pay Scale)
Salary (FTE):	£33,951 per annum
Contract type:	Fixed term for 10 months, 1.0 FTE
Working arrangements:	Primarily based on-site at St John's College, Durham. Core office hours are 35 hours per week, Monday to Friday, typically 09:00–17:00.
Pension:	St John's College Group Pension Plan
Holidays:	27 days annual leave plus University customary days and bank holidays
Start date:	1 August 2026, or soon thereafter
Closing date for applications:	Sunday 17 May, 23:59
Expected interview date:	Tuesday 9 June

ABOUT ST JOHN'S COLLEGE

St John's College is one of the smallest Durham colleges, renowned for our welcoming atmosphere. Founded in 1909 and set in a series of beautiful, listed buildings in the heart of Durham city, our community enjoys stunning views of Durham Cathedral and boasts gardens and lawns stretching down to the River Wear. Each year we have around 270 students resident in the College – undergraduates and postgraduates studying for degrees at Durham University, as well as students of Cranmer Hall, a theological College within St John's. The College has a degree of independence within the University, both financially and in its governance, meaning that we have the freedom to do things a little differently. Throughout the year, the College's Christian ethos translates into warm hospitality. All our different staff teams work closely together with our students to create the unique John's experience.



JOB SUMMARY AND PURPOSE

St John's College is inviting applications for a Student Support Officer (fixed term) to support its students during a period of parental leave. The Student Support Officer will support the Assistant Principal in implementing the University's wider student experience strategy aim of 'enabling our students to become independent, mature learners responsible for their own development, health and wellbeing, assist them to overcome obstacles to their academic progress, and build their capacity for navigating challenges in the future'. The post-holder will at times be required to assist the College with key events in the academic year to enhance student experience.

The role involves making decisions in line with established policies and procedures, identifying appropriate next steps, and liaising collaboratively with colleagues across departments, faculties, and professional support services to ensure a high standard of support and service delivery.

The post-holder will be expected to demonstrate enthusiasm for the ongoing development of the College's operational model. They will work flexibly, adapting positively to change and contributing ideas that support continuous improvement.

KEY RESPONSIBILITIES

- Support the Vice Principal's Office in developing an effective, inclusive and wide-reaching strategy for promoting student wellbeing, resilience and personal development at St John's College.
- Provide a responsive and professional service to a wide range of stakeholders, including current students, applicants, residents, and internal and external colleagues.
- Listen to students effectively, in person and online, supporting them to navigate issues and find solutions as independent adult learners; taking appropriate action; and recording and filing notes from support meetings.
- Advise and signpost students as and when required regarding the College's and University's relevant policies and procedures, including but not limited to academic progress, mental health, fitness to study, sexual misconduct and violence, appeals, complaints and discipline.
- Undertake appropriate liaison with academic departments and the University's professional support services regarding academic progression, including organising, attending and, when required, chairing informal and formal support meetings and plagiarism panels.



- Manage complex student support cases including cases involving mental health issues and sexual misconduct and violence, ensuring that cases are appropriately escalated.
- React appropriately and effectively to student crises and mental health risk, including prompt liaison with health services and professional support services and where required, referring students at risk to the University's Counselling & Mental Health Service.
- Use a range of digital media and tools to communicate with a diverse range of stakeholders including cascading key information.
- Support the delivery of educational training relating to the University's sexual misconduct and violence policy and agenda.
- Where required, support accommodation processes throughout the year.

Management

- As a member of the College's middle management team, support the College Officers (the senior management team) in fostering a vibrant college community, with cohesive staff teams providing a high level of student and wider stakeholder experience, which lies at the heart of our mission.
- Understand and contribute to the College's strategic aims and overall operational planning.
- Plan and organise own workload.
- Undertake necessary training to handle the day-to-day role and keep-up-to date with relevant policies and procedures.
- Engage with students in a professional and sensitive manner whilst maintaining boundaries.

Other

- Maintain awareness of and compliance with relevant University and College policies, regulations and procedures.
- Maintain continuing professional development.
- Occasionally participate in out of hours College events, such as formal dinners or Arrivals Sunday, to be agreed in advance.
- Undertake all other duties appropriate to the grade and role, as directed by the Vice Principal and College Officers.



PERSON SPECIFICATION

The successful candidate will be a friendly and motivated individual with a passion to see students from diverse backgrounds progress academically, overcome challenges and develop as mature, well-rounded individuals equipped to engage with difference. They should be an effective communicator with a strong sense of professionalism and sympathetic to the College's Christian ethos.

This role is subject to the successful applicant providing proof of eligibility to work in the UK.

	Criteria	Essential	Desirable
	Bachelor's degree qualification or equivalent level of experience.	x	
	Ability to work with a high-level of accuracy and attention to detail.	x	
	Excellent communication skills including a high standard of written English and the ability to develop effective working relationships, both internally and externally.	x	
	Experience of providing advice and guidance to a range of customers and colleagues.	x	
	Ability to listen to and support Higher Education students from a range of backgrounds and cultures, report conversations accurately, act appropriately and promptly, and distinguish the types of issues that should be resolved in College from those that can only be resolved by other agencies.	x	
	A good (or well researched) understanding of Durham University's student support provision including central support services.	x	
	Experience of managing a busy workload and competing priorities under pressure to meet deadlines.	x	
	Evidence of personal development to maintain and develop skills.	x	
	Demonstrable competence with IT including experience of all standard Microsoft Office applications.	x	
	Ability to effectively network and exchange advice and information for development purposes.	x	
	Ability to work within a team and independently, working within and maintaining professional boundaries, and using professional judgement.	x	
	An excellent understanding of issues associated with confidentiality and information sharing.	x	
	A satisfactory DBS declaration is required at the time of taking up the post.	x	



	Knowledge and understanding of the Durham Colleges.		x
	Experience of working directly with students in a Higher Education context.		x
	Experience of supporting people with complex needs.		x
	Experience of working in a diverse, multicultural environment.		x

APPLICATION PROCESS

Please see St John's College [Privacy Notice for Job Applicants](#)

Applications should be by email with accompanying CV and should contain the names, addresses, email details and telephone numbers of two referees. All documents should be emailed to: jasmine.baker-sones@durham.ac.uk

For an informal conversation, please contact Jasmine Baker-Sones directly.

Closing date for applications: Sunday 17 May, 23:59pm

Date for interview: Tuesday 9 June