



JOB DESCRIPTION

Job Title:	Pastoral Tutor
Department:	Directorate of Educational Excellence and Student Outcomes (DEESO)
Reports To:	Head of Academic Student Experience and Enhancement
Grade:	Band G
Hours:	Full time - 1.0 FTE (36 hours)
Term:	Permanent

Overview

As the University builds on its proud heritage, we are looking for exceptional people to help shape our future. We provide a high-quality professional environment, inspired by our distinctive ethos and Catholic mission and values. Our values of excellence, generosity of spirit, inclusiveness and respect inspire us to create an academic community in which everybody is welcomed and which puts the student at the center of all our endeavours.

Directorate of Educational Excellence and Student Outcomes.

Our mission is to support the objectives of the Academic Strategy by working in partnership with Faculties, Schools, and Directorates, the St Mary's Student Union, and our institutional partners to build an inclusive teaching and learning environment. DEESO's work is to enhance the opportunities available to our community of students and staff enabling them to flourish and reach their potential.

Job Purpose

The Pastoral Tutor plays a key role in creating a positive, inclusive and supportive student experience, helping students to feel connected, confident and able to succeed throughout their university journey.

The role provides enhanced pastoral support to students, with a particular focus on those who may face barriers to engagement, progression or success. This could include mature students, international students, students from diverse and non-traditional educational backgrounds, and those who may not have had a positive academic experience previously.

Working collaboratively with academic and professional service colleagues, the Pastoral Tutor builds trusted relationships with students, provides timely and personalised support, and helps students to access the right advice and services at the right time.

The role uses information from the University's Dashboards, including attendance, engagement and intervention information, to identify where students may benefit from additional support, especially where they believe the student should be considered 'at risk' of either premature withdrawal, or academic failure. The Pastoral Tutor will use this insight to understand individual

circumstances, respond to emerging concerns and develop appropriate, proportionate and student-centred interventions, ensuring that the impact of interventions on student outcomes, retention and completion can be measured in a systematic and consistent manner.

The Pastoral Tutor will support students who may be experiencing challenges with engagement, attendance, wellbeing, confidence or their wider university experience, helping them to identify practical solutions and reconnect with their studies and the wider University community.

The role holder reports to the Head of Academic Student Experience and Enhancement and works closely with key University stakeholders including, Associate Heads of Student Experience, Student Services, Registry, Learning Development Lecturers and Academic Departments.

Main Duties and Responsibilities

- Build positive and trusting relationships with students, providing enhanced pastoral support and acting as a key point of contact to help students navigate their University experience and access appropriate advice, guidance and support.
- Use information from the Dashboards to identify students who may benefit from additional support, responding proactively and sensitively to patterns of low attendance, reduced engagement or other indicators of difficulty. Take a student-centered, approach to understanding individual circumstances and identifying appropriate next steps.
- Develop, coordinate and review targeted support and intervention strategies with students and relevant academic and professional service colleagues, recording appropriate actions and outcomes and using available information to evaluate the effectiveness of interventions.
- Identify and respond to students at risk of disengagement, academic difficulty or premature withdrawal, working collaboratively with Course Leads and relevant University services to ensure students receive timely and appropriate support, guidance or referral in line with University policies and procedures.
- Contribute to a strong sense of belonging, engagement and student success through the planning and delivery of activities including transition, induction, enrichment, and student engagement activities.
- Work collaboratively across academic and professional services to provide an integrated and coordinated student support experience, contributing to the resolution of student enquiries and concerns and providing informed advice and recommendations to Course Leads and colleagues.
- Use student information, engagement data and student insight to identify themes and emerging support needs, contributing to reports, evaluation and the development of targeted approaches that enhance engagement, retention, progression and student outcomes.
- Maintain effective communication and continuity of support throughout the student journey, ensuring students receive timely and accessible information and contributing to appropriate transition activities and ongoing pastoral support throughout their University career.

General

- Carry-out other activities as reasonably requested by the Head of Academic Student Experience and Enhancement, and commensurate with the role
- Model and share good academic practice, encourage process innovation, and enhance the experience of students at the University
- Assist in the effective communication and implementation of University plans, policies and processes relating to academic partnerships
- Model the University's core values of Inclusiveness, Generosity of Spirit, Respect and Excellence
- Promote equality, diversity, inclusion and wellbeing for our community of staff and students

Person Specification

Knowledge, Experience and Qualifications	Essential	Desirable
Educated to Degree Level.	X	
Academic background in Relevant Disciplines		X
Experience of working in an administrative role.	X	
Experience of dealing with students and/or the public.	X	
Experience of working in Higher Education.		X
Knowledge and competency in the use of work-related databases.		X
Knowledge of the General Data Protection Regulations.	X	
Experience of handling sensitive information and ability to respect confidentiality at all times.	X	
Skills and Competencies		
Good organisational skills, ability to remain calm under pressure and work diplomatically, efficiently and effectively prioritising tasks to meet tight deadlines.	X	
Flexible, with the ability to learn quickly and adapt to new situations.	X	
Ability to motivate students and have a good understanding of student needs.	X	
Ability to work effectively as a member of a team, effect change where necessary and establish and maintain good relationships with colleagues and students.	X	
Possession of excellent communication, interpersonal and presentation skills.	X	
Excellent IT Skills and familiarity with Word, Excel, MS Office, and Social Media Platforms.	X	
Ability to work independently without close supervision and take initiative as appropriate.	X	

University Policies and Procedures

St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements of the organisation.

All staff are expected to undertake their work in an inclusive, fair, safe and respectful manner, with particular consideration to the University values.