

Post Details	Last Updated: 05/06/2026		
Faculty/Department	Faculty of Health and Medical Sciences, School of Medicine		
Job Title	Student Support Coordinator		
Job Family	Professional Services	Job Level	3
Responsible to	Senior School Administrator		
Responsible for (Staff)	N/A		

Job Purpose Statement

To provide comprehensive administrative and coordination support within the School of Medicine's Student Support team. Acting as the first point of contact for students seeking guidance, assistance, or access to wellbeing services, triaging enquiries and ensuring timely and appropriate signposting to University services and external support organisations. Working within a complex and highly regulated professional environment, the post-holder will support the smooth operation of the Student Support function through effective administration and accurate record keeping, whilst developing a working knowledge of University regulations, GMC requirements and student welfare frameworks.

Key Responsibilities

1. Act as first point of contact for the School of Medicine Student Support team, providing empathic assistance with enquiries and concerns while coordinating appropriate signposting to internal and external support resources. This will include attending initial meetings with students and managing routine enquiries to ensure seamless access to support services.
2. Assist in the administration of reasonable adjustments and disability-related support, working with the University's Disability and Neurodiversity service to ensure learning support plans are communicated to relevant staff and that students receive timely and appropriate provision throughout their programme
3. Liaise with Professional Development and GP Clinical tutors, academic leads, and the wider Student Services directorate to ensure a coordinated approach to student welfare, facilitating information sharing within the boundaries of confidentiality and data protection requirements
4. Maintain the Student Support email inbox, ensure emails are forwarded to the relevant team members and scheduling appointments for students as required.
5. Plan, organise and co-deliver wellbeing events and initiatives while maintaining knowledge of marginalisation issues and contributing to ensuring the medical school environment is inclusive and welcoming.
6. Provide comprehensive administrative support including diary management, maintaining shared inboxes, managing meeting rooms and stationery stocks, and ensuring efficient daily office operations.
7. Create, update and maintain communications content across various digital and print materials including websites, prospectuses, and learning platforms (such as SurreyLearn) while preparing, formatting and distributing documents.
8. Organise and provide full administrative support for internal and external meetings and committees, including preparing agendas, assisting with preparing slide decks, distributing papers, taking accurate minutes, and tracking/following up on action items.
9. Compile reports on service usage by extracting data from databases, present information effectively, and maintain organised filing systems ensuring accurate documentation and record keeping.
10. Explain University regulations, procedures and support processes clearly to students while ensuring compliance with examination board regulations and monitoring student progress, particularly those returning from temporary withdrawal.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring no breaches of information security take place
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post holder will work with some independence, initiative, and minimum day to day supervision from their line manager in order to arrange their workload within a set of established standard operating procedures.
- They will be expected to provide a high quality of customer service and will be able to continually demonstrate this.

Problem Solving and Decision Making

- The post holder will be expected to provide support to solutions for day-to-day problems using standard operating practices and best practice guidelines. They will use judgement to decide when and how to respond to queries and delegate tasks to colleagues within the Student Support team as appropriate
- They may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, or situations where solution is not straight forward they will refer the matter to their Line Manager, Director of Student Support or Deputy Lead of Student Support as appropriate for guidance/resolution.

Continuous Improvement

- The post holder is encouraged to make suggestions to improvements in working methods, implementing them under the guidance of their Line Manager in order to ensure the smooth running of the service they provide.
- The post holder is expected to keep up to date with different sources of support available to students (internal and external)

Accountability

- The post holder is expected to Develop and maintain productive and collaborative relationships with students, managers, colleagues, and other service areas demonstrating professional credibility
- The post holder is expected to create an excellent first impression for visitors and to provide a strong customer-oriented service.
- You will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.

Dimensions of the role

- The post holder does not have any budgetary or supervisory responsibility.
- The post holder will take a flexible approach to support school and faculty activities as and when required. They will work closely with academic staff, School administrators, staff in central University support teams, and broader Faculty staff. Externally the post holder may liaise with representatives from other Higher Education Institutions and NHS/health organisations.

<p>Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.</p>		
Qualifications and Professional Memberships		
<p>GCSE Level English and Maths or equivalent, plus some relevant work experience.</p> <p>Or: Learning gained through work experience of several years. Will include short courses and other formal training.</p>		E
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Previous experience of working in an administrative role	E	2
Excellent IT Skills (Word, Excel, Outlook, PowerPoint, TEAMS, Zoom, SharePoint) and ability/willingness to learn bespoke software systems	E	2
Experience of minute taking, working to tight deadlines and managing upwards	E	1
Experience of multiple diary management using MS outlook	E	1
Ability to handle sensitive information in a confidential manner	E	1
High degree of accuracy and attention to detail	E	1
Experience of the Higher Education Sector and a basic awareness of the activities of the University	D	n/a
Special Requirements:		Essential/ Desirable
Willingness to provide administrative assistance and/or cover for other members of the Faculty administrative team, working flexibly to achieve key objectives.		E
Core Competencies		Level 1-3
Communication		3
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Continuous Improvement		1
Problem Solving and Decision-Making Skills		1
Managing and Developing Performance		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking & Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		

Background Information

The Faculty of Health and Medical Sciences comprises five schools, School of Biosciences, School of Health Sciences, School of Veterinary Medicine, School of Psychology and School of Medicine all working together as part of a 'One Health, One Medicine' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.

Department Structure Chart

