

# Job and Person Specification

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Title of position:	Student Support and Success Coach
Department:	Marketing
Reports to:	Chief Marketing Officer
Position created:	2021
Type of appointment:	0.6 FTE Permanent Role
Last Updated:	November 2022

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## JOB SPECIFICATION

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### 1. Preamble

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Tabor is a multid denominational College which upholds Christian orthodoxy as expressed in the Nicene Creed. We value and respect the vitality of Pentecostal and Charismatic expressions of faith, the biblical focus of Evangelical Christians and the distilled learning of the wider Church. Our community life is shaped by the following theological emphases:

- (a) Christ-centred: Jesus Christ is the centre of our faith. His life and teaching, death, resurrection and ascension declare him to be Lord and Saviour and most fully reveal to us the nature and purpose of God.
- (b) Spirit empowered: We look to the empowering presence of God the Holy Spirit to renew, direct and shape our individual lives and the corporate life of the Tabor learning community.
- (c) Trinitarian community: The Christian experience of God as Father, Son and Holy Spirit enriches our community with the self-giving love of the Triune God.
- (d) Biblically based: We look to the Bible as the inspired word of God, true and reliable in all that it affirms and authoritative for matters of Christian faith, life and ministry.
- (e) Respect and care for the individual: We affirm that every individual is created in the image of God and therefore has a God-given worth and dignity which demand our respect and care.
- (f) Worship as foundational: We affirm corporate worship as a joy and a service we owe to ourselves and each other as we seek to uphold and nurture the shared faith that underpins our learning community.
- (g) The priority of God's mission: The love of Christ compels us to be active in both evangelism and social concern; together, these express the power of the gospel to overcome evil with grace.
- (h) The reality of hope: The resurrection of Jesus, the gift of the Spirit, and the community of the Church collectively fill us with the hope of a renewed Creation and an unhindered relationship with God. We live in faith and love now because we are a people of hope.

Tabor is a learning community that values:

- (a) Partnership in learning: students, academics, support staff, Boards, Committees, community organisations and professional bodies are viewed partners in the enterprise of vocational and higher education.
- (b) Authentic community: students and staff feel part of a community that is enriching and supportive academically, spiritually and personally.
- (c) Excellence in both academic and vocational education.
- (d) Excellence in scholarship and research.
- (e) Continuous improvement in teaching and learning.
- (f) Freedom of academic inquiry and expression.
- (g) Learning and research that transforms – personally, professionally and through its contribution to civil and global society.
- (h) Equity, social justice and service to the local and global communities – including access to courses by those who are disadvantaged or disabled.
- (i) Exemplary individual and corporate citizenship
- (j) Environmentally responsible practices.

The Student Support and Success Coach will be expected to embrace the values of Tabor and to develop his/her role as an outworking of the relevant aspects of the Tabor's Strategic Plan.

Staff must abide by the workplace health and safety policies of Tabor as defined in the Tabor's WHS Manual.

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**2. Summary of the broad purpose of the position, in relation to Tabor College goals (Expected outcome and how achieved)**

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**Primary tasks and functions of the role:**

- Initiate, develop and implement a range of student engagement activities that build the culture, community and resilience of the student community on campus (e.g. Frisbee or other recreational activities; President's hike ...)
- Make personal contact with all commencing students in each semester with a view to offering support, enhancing connection, and enabling study success
- Facilitate a program of support and success coaching for all college students in their first year of study, including those studying online as well as those studying on campus
- Act as the primary first point of contact for student support needs, including disability support, social inclusion, academic challenges, practical and emotional needs, spiritual care
- Make effective referrals for students to various learning, support, and wellbeing services
- Liaise with various staff, faculty, and support services across the college to ensure that facilitation of student support and success
- Participate in and contribute to any further retention activities identified by the senior executive

- Enable and encourage social interaction between students and faculty through personal liaison and various events
- Strengthen and oversee the young adult's ministry at Tabor
- Support and help guide the Student Leadership Team

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**3. Reporting/working relationships** (To whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation)

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- Reports directly to the Chief Marketing Officer
- Has the confidence of the Senior Executive management team.
- Meets regularly with the Marketing Team to improve communication to students and to enhance their sense of brand identity with Tabor
- Works in collaboration with the Academic Support Coach
- Meet as required with faculties for reporting, education, and consultation
- Liaise with student services, library, and digital learning and innovation teams to facilitate best outcomes and synergies for student support and success
- Liaise with Life Design Counselling to ensure smooth referral pathways for students
- Takes a leadership role with the Student Leadership Team (SALT)

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**4. Special conditions** (Such as non-metropolitan location, travel requirements, frequent overtime, hours worked, employment duration, i.e. temporary re-assignment, etc.)

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- The position is subject to annual performance reviews with the first review being at the end of the first 6 months.

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**5. Statement of outcomes and associated activities** (Grouped into major areas of responsibility/activity and list in descending order of importance)

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- The ubiquitous confidence of the senior executive management team that the role of the student support and success coach is being managed effectively and dynamically
- The establishment of a clearly defined and efficacious program and system of support and success coaching for students in their first year of study
- Evidence of improvement in retention and reduction of attrition, particularly for students in first year, by a margin of 3-5% over three years

## PERSON SPECIFICATION

### Essential Minimum Requirements

(Those characteristics considered absolutely necessary)

### Educational/Vocational Qualifications

- Bachelor's degree (or equivalent), or postgraduate qualifications, in a discipline related to pastoral care and communication, such as Counselling, Youth Work, Social Work, Education, Community Development, Ministry, Wellbeing, Positive Psychology, or Bachelor of Arts with a major in a relevant field.

- At least three years' experience in professional roles that relate to people-helping. Experience in customer service, as well as voluntary work in people-care settings, will be considered depending on the nature of the service context.

### **Personal Abilities/Aptitudes/Skills**

(Related to the job description and expressed in a way which allows objective assessment)

- Vibrant Christian faith and capacity to support students in their spiritual journey
- Vibrant personality, able to bring energy and enthusiasm to campus community-building events
- Strong leadership capacity and drive, able to initiate, plan and implement student support and community-building events
- Positive and proactive disposition with a focus on student strengths and thriving
- Capacity for continuous quality improvement and the development of systems, events, and culture conducive to student success and support
- Ability to engage all students across the spectrum of needs, abilities, cohorts, and ages/life stages
- Well-developed pastoral care skills
- Able to assess student support needs and make effective connections and referrals to academic, emotional support and logistic services within the college, as well as to relevant external services, effectively and efficiently
- Able to relate and communicate effectively to faculty and staff across the various departments and faculties of the college, including the senior executive management team
- Able to evaluate and report on students support and success activities in a professional format relevant to the quality assurance functions of the college

### **Experience**

### **Knowledge**

### **Desirable Characteristics**

(To distinguish between applicants who have met all essential requirements)

### **Personal Abilities/Aptitudes/Skills**

(Related to the job description and expressed in a way which allows objective assessment)

### **Experience**

(Including community experience)

### **Knowledge**

(Will be needed for the role but can be developed on the job if need be)

### **Educational/Vocational Qualifications**

(Considered to be useful in carrying out the responsibilities of the position)

### **Qualifications and experience:**

**SIGNATURES OF PARTIES**

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Date position description agreed after negotiation with appointee/occupant: .....

Name of Appointee/Occupant: \_\_\_\_\_ .....

Signature: ..... Date: .....

Name of Supervisor/Line Manager: Strauss Viljoen .....

Signature: ..... Date: .....

Date final position description authorised by Tabor: .....

Name of senior staff member authorising this position description: TRACEY CURRAN.....

Signature: ..... Date: .....

Position of person authorising this position description: Finance and HR Manager.....  
(President or his/her delegate)

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