JOB DESCRIPTION

Position Title	Senior Academic Advisor
Department	Office of Academic Performance
Reporting Line	Head, Office of Academic Performance
Type of Position	Full Time

POSITION DESCRIPTION

This role provides comprehensive academic advising, guiding students through course planning, degree requirements, and academic policies while supporting their overall success and wellbeing. It monitors student performance, manages advising records, and develops targeted interventions for at-risk students. The position coordinates closely with faculty and campus offices to address academic challenges, streamline student support, and implement advising initiatives. It also contributes to orientation, transition programs, and team development, ensuring consistent advising standards across the office.

DUTIES AND RESPONSIBILITIES

✓ **Mentorship & Team Support**
- Mentoring junior advisors on advising practices, university policies, and student case handling.

✓ **Academic Advising and Support for Student Success**
- Advising students individually and/or within groups regarding liberal core and the requirements for Majors and Minors, academic policies and procedures, and campus learning support services and resources.
- Understanding curricular requirements, providing guidance during course selection, and helping them identify other meaningful educational experiences at the campus and beyond;
- Helping students in defining their academic and career goals and assisting them in reflecting on the progress toward the set goals;
- Empathetically listening to students' problems affecting their academic performance and wellbeing and assist them resolve them in resolving their issues;
- Monitoring students' progress as they move through the undergraduate program and engaging them on reflecting on it as per need;
- Interpreting degree audits and helping students to understand them and plan accordingly;
- Working closely with students who face academic challenges. Helping them in developing academic success plan each semester.
- Actively participate in creating advising material/resources such as advising curriculum, academy planning tools, self-assessment tools etc.
- Managing academic accommodations in accordance with policy.

✓ **Maintaining Student Data and Record**
- Maintaining student files and records, documenting all pertinent student information, checking various forms for accuracy such as, overload petitions, Major change form, add/drop forms etc.;
- Keeping advising notes updated at PeopleSoft;
- Maintaining advising statistics, working schedule, and other documents up to date;
- Tracking retention and graduation of advising class and maintaining up-to-date record;
- Maintaining the records of academic accommodation.
- Analyzing advising data trends (attendance issues, early alerts, academic performance patterns) and preparing summaries/recommendations for the department.
- Monitoring retention and academic progression metrics for assigned cohorts and proposing interventions.

✓ **Coordination and Collaboration**
- Coordinating and collaborating with relevant faculty and academic leadership to be updated about program requirements and teaching /learning at the University;
- Meeting with relevant faculty to discuss and understand the academic progress, issues and

possible support mechanism for students facing academic challenges in meeting the requirements;

- Responding to Early Alerts sent by faculty.
- Working closely with EHSAS Centre and Writing Centre to develop and sustain student support and success initiatives and programs.
   Working with the Registrar's Office and Admission Office to acquire relevant info about students;
- Collaborating with Office of Career Services to help senior students in planning their after-graduation programs.
- Be in touch with other student offices to be aware of the initiatives being taken for students and relevant policies and processes
- Communicating with parents as per University's policies.
- Close coordination with the Wellness Counselors and referring students to them as needed.

✓ **Training and Development**
- Designing and conducting workshops and other learning sessions for students pertaining to study skills, life skills, personal management and other areas pertaining to their academics at HU.
- Providing training, onboarding, and ongoing guidance to new advisors, trainees and interns.

✓ **Program Designing and Implementation for Student Transition and Success**
- Co-leading major advising initiatives such as Student Orientation, enrollment cycles, and senior transition programs.
- Overseeing implementation of advising-related events, communications, and workshops.

✓ **Personal and Team Development and Growth**
- Leading the First Year Experience Program
- Leading and overseeing advising strategy for first-year students, including transition support and early academic planning.
- Designing advising interventions for at-risk or high-need first-year students.
- Coordinating with faculty, EHSAS, and the Registrar's Office to monitor first-year academic progression.
- Supervising and guiding advisors supporting first-year cohorts (if applicable).
- Planning, coordinating and implementing the First Year Fundamentals Initiative Engaging in professional development activities, including but not limited to, memberships in professional organizations; attendance at conferences, workshops, division, and department training sessions; stay current with information/tools and skills for academic advising and student success
- Organizing and conducting small workshops, reflective sessions and group discussion for the team to continuously enhance knowledge and skills.

✓ **Day-to-day Operation**
- Acting as the point person for escalated student cases when the Head of OAP is unavailable.
- Ensuring consistent implementation of OAP advising policies across the advising team.
- Assisting with the day-to-day operations of the Office of Academic Performance;
- Other duties as assigned.

REQUIRED JOB SPECIFICATIONS	
Required Qualification	✓ Bachelor's degree in Education, Psychology, or related academic field required. ✓ Master's degree in a related field preferred. ✓ Professional certifications in advising, student affairs, counseling, or related fields are a plus.
Required Experience	✓ 2–4 years working with students in higher education or in student-support–related roles.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
S#	Competency	Criticality (High / Low / Medium)
1.	Leadership & Mentorship Skills	High
2.	Advanced Problem-Solving & Case Management	High
3.	Data Interpretation & Reporting	Medium/ High
4.	Ability to work independently and exercise sound judgment	High
5.	Be able to manage stress well and be flexible in a changing, fast-paced environment.	High
6.	Teaching skills or excellent skills in public speaking	High
7.	Effective communication skills particularly with diverse populations. Ability to build good rapport with a variety of constituents	High
8.	Coordination, planning and organizational skills	High
9.	Good attention to details	High
10	Flexible, patient, creative	High
11	Microsoft Office Suite	High
12	Advising skills (listening, probing, and empathizing)	High
13	Empathy and Care	High
14	Service Oriented Mindset	High

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