# ROLE PROFILE

**Job Title:** Welfare Service Co-ordinator  
**School/Department:** Registrar’s - Campus Life Division  
**Job Family and Level:** Administrative, Professional and Managerial Level 3  
**Contract Status:** Fixed-term until 6 November 2020  
**Hours of Work:** Full-time (36.25 hours per week)  
**Location:** University Park  
**Reporting to:** Head of Student Welfare  

## Purpose of the New Role:

To support the ability of the Head of Student Welfare to respond quickly and effectively to the needs of the institution including the ability to respond to urgent concerns and queries relating to student welfare which will include critical incident response.

To support the work of the Health Promotion Specialist.

To facilitate the work of the Off Campus Student Affairs Team.

## Main Responsibilities

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<th>% time per year</th>
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1. **Executive support and management to the Head of Student Welfare and wider Student Welfare Division:**

   - To act as a central point of coordination for all welfare issues to ensure that students in need or crisis are dealt with speedily, effectively and confidentially with good communication.
   - Supporting a busy diary which protects the ability to respond flexibly to the needs of the institution at short notice.
   - Provide support in managing the system for pastoral support within University residential accommodation including liaison with hall wardens and managing recruitment processes.
   - Organising training for staff within the welfare area and supporting welfare related training elsewhere.
   - Responding to concerns and queries relating to student welfare with the ability to act autonomously when the head of student welfare is unavailable.
   - Supporting the oversight and management of key welfare related mailboxes.
   - Supporting communication across the welfare area.
   - Responsible for the organisation and management of departmental meetings such as the student welfare network, welfare services and hall pastoral network.
   - Provide varied administrative and project support to the Head of Student Welfare.
   - Responsible for the organisation and up-keep of accurate and secure office systems, correspondence, templates and confidential departmental files.
• Organisation of accommodation and hospitality as and when required for colleagues and for families in crisis situations.
• Arranging and preparing for appointments and meetings, compiling paperwork and following up on action points.
• Completion of Authority to fill applications in conjunction with budget holder/line manager.
• Process invoices/orders on a day-to-day basis using Agresso logistics to ensure resources are purchased efficiently and expenditure is kept up to date for budgeting purposes.

2. Administrative support to the Health Promotion Specialist: 25%

• Responsibility for processing and authorising orders and monitoring financial transactions of the service.
• Provide budgetary analysis from Agresso to ensure spend is within budget.
• Arranging meetings, liaising with internal and external services, responding to emails and telephone calls.
• Assisting with the production of materials, including proof reading of HealthyU literature.
• Support the dissemination of information and promotional materials.
• Be the main point of contact for the C-card scheme at the University. This includes ordering supplies for C-card registration and pick up points. Arrange and take minutes of C-card meetings. Collecting and collating C-card data monthly and annually.
• Assist with the physical set up of HealthyU events and attend HealthyU events when required.
• Contribute to the production of reports and evaluation of HealthyU programmes.
• Collect and record data that will inform practice.
• Update HealthyU webpages as required.
• Support the promotion of HealthyU and health and wellbeing events and services via social media.
• Liaise with the University’s marketing and communications team regarding the production of HealthyU materials and marketing of health promotion events etc.

3. Administrative support to Off Campus Student Affairs Team: 15%

• To support organisation of events, campaigns and marketing materials.
• To support administration including disciplinary processes and email.
• Compile reports relating to service delivery.
• Maintain relevant databases.
• Support tutor recruitment and management.
• Support budget management and ordering.

4. Supporting the web presence across all areas by: 10%

• Maintaining websites ensuring information is kept accurate and up to date.
• Development of the welfare presence.
• Ensuring departmental information is correct and accurate.
### Knowledge, Skills, Qualifications & Experience

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<th>Qualifications/Education</th>
<th>Essential</th>
<th>Desirable</th>
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|                          | • A Levels or equivalent, plus experience of working in a relevant role.  
• **OR** considerable relevant experience in a comparable role. | • Degree or equivalent. |

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<th>Skills/Training</th>
<th>Essential</th>
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|                 | • Excellent communication skills both verbal and written.  
• Excellent interpersonal skills and the ability to relate to people at all levels.  
• Ability to work on own initiative with a high level of personal responsibility.  
• Ability to respond sensitively and objectively to crisis situations.  
• Ability to manage confidential issues and to remain discreet, calm, diplomatic and professional.  
• Ability to work in a team.  
• Ability to work effectively in a fast paced environment and be highly motivated.  
• Highly organised, innovative and to be able to deliver work to tight deadlines.  
• Ability to manage and prioritise a diverse workload, switching between tasks quickly.  
• Excellent knowledge of Microsoft Office.  
• Web design and use of social media. | |

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<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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|            | • Experience of student support or being in a customer focussed front line position.  
• Experience of providing specialist and confidential advice/support on a wide range of pastoral issues.  
• Experience of working with students and staff from a diverse range of backgrounds.  
• Experience of networking and building relationships to deliver effective collaborations.  
• Experience of providing pastoral support.  
• Working independently and dealing with unforeseen problems and circumstances.  
• Working with minimal direct supervision.  
• Experience of financial monitoring  
• Working to develop service awareness through the use of the internet and Social Media | • Awareness of key issues, trends and opportunities and challenges in the Higher Education sector.  
• Working in Higher Education. |

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<th>Statutory/Legal</th>
<th>Essential</th>
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<td>• Knowledge of the General Data Protection Regulation (GDPR)</td>
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**Additional Information**

The role holder may be required to provide support for other specialist services such as counselling, mental health advisory service and the chaplaincy and would need to be familiar with their processes and services.

The role holder is in a position of trust and significant responsibility and needs to quickly establish excellent working relationships across the university.

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