



Job title	Support and Wellbeing Officer	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Student & Campus Life (Deputy Registrar's Division)	Location	Multiple locations: University Park Campus Jubilee Campus Sutton Bonington Campus

Purpose of role

To deliver an efficient, effective and informed support and advice service to students, encompassing all areas of pastoral support. To provide advice to academic staff on pastoral support. To ensure that all students have access to equitable levels of high quality support.

The role holder will contribute to the university strategy to foster an inclusive environment which supports the mental and physical wellbeing of our community.

The role holder will work closely with academic Schools and professional/specialist University support services, escalating specific issues and referring students to such services as necessary.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Student Welfare Service</p> <ul style="list-style-type: none"> ▪ Act as a central dissemination point for all School welfare issues to ensure that students in need or crisis are dealt with tactfully, sensitively and confidentially, signposting students to appropriate support when necessary; ▪ Work as part of the wider wellbeing service to enhance the student experience and support student wellbeing, for example by providing drop-ins, co-ordinating events and activities; ▪ Provide advice and support for students with routine day-to-day problems, advising with reference to University policies and procedures; ▪ Identify the most complex support needs, apply excellent judgement and initiative, and utilise expertise in order to find appropriate support; ▪ To maintain accurate and up-to-date records ▪ Identify unusually complex issues and refer/signpost students as appropriate to University professional support services or to appropriate support outside of the university; 	70%

	<ul style="list-style-type: none"> ▪ Advise students and colleagues on the validity of Extenuating Circumstances claims, including providing evidence where this is appropriate. Address welfare issues arising from claims; ▪ Liaise with, and provide advice to, academic and APM colleagues in the Faculty/School on matters relating to pastoral support; ▪ Develop effective working relationships with colleagues in other areas of the University such as Counselling and the Mental Health Advisory Service; ▪ Proactively seek new ways of identifying and supporting students who are experiencing difficulties with particular consideration of developing inclusive services with equality of access to all students ▪ Provide induction presentations for new students, on pastoral support available within the School and support from external parties. 	
2	<p>Events and Activities</p> <ul style="list-style-type: none"> • Proactively seek and implement activities to promote a positive student experience and improve student satisfaction 	20%
3	<p>Staff Training and Development</p> <ul style="list-style-type: none"> • Undertake training and development activities relevant to the role • Provide induction to new tutors relating to student welfare. 	5%
4	Any other duties appropriate to the grade and role	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent communication skills, both written and verbal. ▪ Excellent interpersonal skills and the ability to relate to people at all levels. ▪ Ability to give presentations in a clear and articulate manner. ▪ Ability to respond sensitively and objectively to crisis situations. ▪ Ability to problem solve and demonstrate sound judgment under pressure. ▪ Ability to manage confidential issues and to remain discreet, calm, diplomatic and professional. ▪ Ability to work in a team. ▪ Ability to work with a high level of personal responsibility. ▪ Highly organised, motivated, innovative and be able to deliver work to tight deadlines. ▪ IT literate and a good understanding of database management. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of providing pastoral support to students. ▪ Experience of working independently and dealing with unforeseen problems and circumstances, using initiative to analyse complex information and to problem solve. ▪ Experience of providing a specialist and confidential advice/support service on a wide range of welfare issues. ▪ Experience of working with students from a diverse range of background. ▪ Experience of working in a customer-focused environment. ▪ Experience of networking and building relationships to deliver effective collaborations. ▪ Experience of organising events ▪ Experience of data handling and accurate/timely record keeping. 	<ul style="list-style-type: none"> ▪ Awareness of key issues, trends and opportunities and challenges in the higher education sector. ▪ Working in Higher Education.

Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ A Level, or equivalent. ▪ A proven track record of extensive relevant work experience, for example in a student support role. ▪ Interest in undertaking extra training and expanding skill set, commitment to Continual Professional Development (CPD). 	<ul style="list-style-type: none"> ▪ A good degree in a relevant subject. ▪ Mental Health First Aid training. ▪ Sexual violence liaison officer training.
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Knowledge of the Disability Discrimination Act and the Special Educational Needs Disability Act (SENDA). ▪ Knowledge of the Equal Opportunities Act. ▪ Knowledge of the GDPR. 	
Other	<ul style="list-style-type: none"> ▪ Willingness to travel to multiple campus locations. 	



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

