

Job Title: Student Welfare Officer

Responsible to: The Head of Student Welfare

Purpose: To provide a comprehensive customer support and welfare service for all full-time college students.

Responsible for: Ensuring that Student Services (on the main college campus) runs as an effective and efficient resource for students on a day to day basis.

Duties will include:

- Ensuring that routine services e.g. Absence notification, UCAS application collection, locker allocation, computer paper credits, train ticket sales, calculator sales etc. are efficiently administered and that where necessary receipts are issued according to the financial procedures of the college.
- Acting as the initial point of contact for all general enquiries from students and liaising with other College departments to obtain information necessary in performing this task.
- Administering the free College meals system to ensure eligible students received their allocation.
- Acting as the initial point of contact for students attending the in-house Sexual Health Clinic.
- Working as part of a team to explain and enforce parking regulations on site.
- Working as part of a team to ensure lost property is appropriately managed.
- Working with the Head of Department, the Students' Union and other students to promote a variety of activities including fundraising for charities and other events suggested by the students.
- Assisting the Head of Department to maintain a disciplined environment in the student common room.
- Working as part of a team to run health awareness events and to provide health information.
- Maintaining the Student Services intranet site..
- Prioritising the safeguarding of all students and participating in training on safeguarding matters
- Contributing to the elimination of unlawful discrimination, harassment and victimisation; advancing equality of opportunity and fostering good relations between people who share a protected characteristic and those who do not
- Carrying out any additional duties as may reasonably be requested by the Principal.

Liz Crouch
Head of Student Welfare
September 2019

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Essential Qualities:

- Educated to A Level standard or above
- Enthusiasm, flexibility and initiative
- Empathy working with young people in the 16-19 age range
- Excellent communication and listening skills
- The ability to work under pressure in what can sometimes be a lively and noisy environment
- Good IT and administrative skills
- Display a commitment to the protection and safeguarding of children and vulnerable adults
- Display a commitment to meeting the individual needs of each student, to respect diversity, advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not

Desirable Qualities:

- Educated to degree level or equivalent
- IT qualifications e.g. spreadsheets, word processing, power point
- Experience of working with the 16-19 age range, particularly in a welfare, advisory, counselling or teaching role

Terms & Conditions

Hours are 17.5 per week, to be worked from 10.45 am to 2.15 pm Monday to Friday, allowing us to have additional staffing over the busy break and lunch periods. The post is term time only plus Enrolment Week (usually the last week in August), a total of 39 weeks a year.

Salary on the Support Staff Scale in the range 25 – 28 which is currently £20,765 - £22,828 per annum full time equivalent. Actual salary for 0.3973 FTE £8,250 - £9,070 per annum.

Membership of the Local Government Pension Scheme.