

- Job Title:** Student Welfare Officer
- Responsible to:** The Head of Student Services
- Purpose:** To provide a comprehensive customer support and welfare service for all full-time college students.
- Responsible for:** To have specific responsibility, in negotiation with the Head of Student Services for delegated tasks / functions:
- Working with external agencies to run health awareness events and to provide relevant and impactful health information to students, including our annual Wellbeing Day, and regular awareness activities in our communal areas.
 - Working with Smoke Free Hampshire to run Quit Smoking groups for students.
 - Working with our Sexual Health Nurse and Solent Sexual Health to offer and promote an excellent on-site sexual health service to students.
 - Administering the Period Equality scheme in college.

As a Student Welfare Officer: 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. locker allocation, lost property, computer paper credits, second hand books, calculators 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.
- Acting as an initial point of contact for students feeling upset and anxious.
- 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.
- Working as part of a team to promote and organise the Symonds Pantry.
- Assisting the Head of Department to maintain a disciplined environment in the student common room.
- Working as part of a team to maintain the Student Services intranet site.
- Working as part of a team to explain and enforce parking regulations onsite.
- Prioritising the safeguarding of all students and participating in training on safeguarding matters.
- Contributing to the elimination of unlawful discrimination, harassment and victimisation; advance equality of opportunity and foster 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 Services
September 2024