

**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  
May 2023

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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
- Excellent awareness of the sorts of health and wellbeing issues experienced by young people.
- The ability to work under pressure in what can sometimes be a lively and noisy environment
- Good IT and administrative skills e.g Google suite
- 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
- Experience of working with the 16-19 age range, particularly in a welfare, advisory, counselling or teaching role
- Experience in a health promotion role

**Terms & Conditions**

Hours are 24 per week, to be worked from 8.15am to 4.45pm 3 days per week, ideally Wednesday, Thursday and Friday. 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 £23,367 - £25,687 per annum full time equivalent. Actual salary for 0.5487 FTE £12,822 - £14,095 per annum.

Membership of the Local Government Pension Scheme.