

We're proud to be Modern University of the Year



Harper Adams
University

Job Description

Title of the post: Student Wellbeing Officer

Department: Student Services

Reporting to: Student Services Manager

The Appointment:

Student Services at Harper Adams includes management of residential accommodation on-campus, oversight of approved off-campus accommodation, a welfare and advice function and general support for students to maximise their academic and personal development whilst at University. The post-holder will be the main point of contact for general welfare enquiries and provide first line support to students seeking guidance on personal matters and/or access to other services. Working closely with other colleagues, the post-holder will handle individual and complex student circumstances. The post-holder will also play an active role in inductions, development of campaigns and publicity materials and take a particular responsibility for engaging with, and encouraging participation from, under-represented student groups.

The Role:

The main duties and responsibilities of the role include:

- To ensure that students experience a smooth transition into and throughout their time at Harper Adams University
- Provide information, advice and guidance to students on welfare and wellbeing matters
- To promote and administer the Access to Learning Fund assessments and work closely with the Student Services Manager, as the budget holder, to allocate grants to those in hardship
- To offer budgeting advice to individuals and work with the Student Finance Support Officer to organise guidance sessions and resources to students, including those on placement
- To work closely with colleagues from other departments to promote other forms of financial support and guidance (e.g. scholarships, part time work etc.)

- To address student concerns which may otherwise impact upon their studies or University experience and work closely with colleagues regarding reasonable adjustments and support, including for those on placement
- To offer guidance on mitigating circumstances and appeals procedures
- To work closely with the University Counsellor, Mental Health and Welfare Adviser, Learner Support team and Senior Tutors to provide a holistic approach to student support and success
- To work closely with colleagues to identify, develop and monitor interventions to support students at risk of failure or withdrawal and coordinate a peer to peer mentoring scheme
- Work with relevant colleagues and make best use of learner analytics to devise support plans for students at risk of leaving their course
- To undertake appropriate training and to act as a key contact and support officer for students experiencing complex and sensitive situations (including sexual violence or mental health crises as well as holding a position as a Designated Safeguarding Officer)
- To handle staff enquiries regarding wellbeing support and coordinate referrals to the Counselling or Mental Health Adviser as appropriate.
- To work closely with Student Services colleagues to organise and promote wellbeing campaigns and clinics
- To take a particular responsibility for promoting participation from under-represented student groups
- To work with the Student Adviser, providing a frontline advice and guidance service
- Provide support (including reading and scribing) during exam periods and to coordinate activities to aid students in addressing stress and anxiety during periods of peak stress
- Such other duties as the Student Services Manager or Director of Academic Services may require from time to time.

This is a description of the post as it is presently constituted. The University reserves the right to periodically examine an employee's job description and its location within the organisation and to up-date or amend it to ensure that it is related to the duties then being performed, or to incorporate new duties, as required.

The Person:

Candidates should be educated to degree level (or equivalent) in a relevant discipline or have significant experience in a predominantly similar role. **E**

The appointee will be expected to be able to demonstrate the following:

- Experience of working with adult students or young people aged 17+ and a demonstrable understanding of their needs and behaviours **E**
- Experience in a wellbeing or support role **E**
- Demonstrable motivation, enthusiasm and emotional resilience for dealing with challenging casework and situations **E**
- Experience in handling disclosures in a timely, sensitive and discrete manner **E**
- Knowledge of appropriate referral processes and external services **D**

- Demonstrable financial acumen and excellent numeracy skills with the ability to offer guidance to others **E**
- Experience of working in a busy and varied environment, displaying initiative, warmth and composure under pressure **D**
- Excellent communication skills (written and oral) demonstrating strong attention to detail and accuracy in summarising and preparing information for written documentation **E**
- Experience of formal record keeping and data analysis and accuracy in both **D**
- Excellent interpersonal skills, demonstrating rapport, credibility and trust with students and the ability to exercise tact, diplomacy and discretion **E**
- A flexible approach to work including in relation to working hours **D**
- A strong team player with the confidence to contribute ideas and insight **E**

The post-holder will be required to work flexibly including occasional evening or weekend work as required.

Conditions of Service

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

Salary	The commencing salary will be within the range £23,164 - £25,298 per annum. The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer.
Hours of Work	The routine working week is 37 hours over Monday to Friday, inclusive. There may be an occasional requirement for overtime working and time off in lieu will be allowed for hours worked in excess of 37 per week.
Contract Term	This appointment may be terminated by either party giving two months' notice
Holidays	The annual holiday entitlement is 22 working days, plus 3 University closure days and Bank Holidays. The holiday year runs from 1 April to 31 March and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.
Sick Leave	During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.

Pension The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions. Full details of the Scheme will be provided to the successful applicant upon commencement of employment.

Criminal Convictions The post involves substantial opportunity for access to children and young persons under the age of 18. For this reason the University is entitled to take into account any criminal convictions, cautions or impending case(s) that it considers to be relevant to the post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes would be considered “spent” under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. It will be necessary for you to obtain a Disclosure & Barring Service Check (formally known as Criminal Records Bureau CRB) to confirm that you do not have any criminal convictions relevant to the post and that you are not banned from working with children. Full details will be provided once an offer of employment is made.

Exclusivity of Service You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

References

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. **If you do not wish any reference to be taken up at this stage, please enter an ‘X’ in the relevant box provided on the application form.**

Application Procedure:

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

Closing date for receipt of applications is midnight Sunday 30 July 2017