

Job Description

Student Welfare Officer

Salary:	Grade 6
Contract:	Full time ongoing
Location:	Canterbury/Medway Campus
Responsible to:	Head of Student Engagement
Job family:	Administrative, professional and managerial

Job purpose

As a Student Welfare Officer, you will play a crucial role in promoting the welfare and happiness of students living on campus. You will work closely with Engagement Managers and Officers and professional services to create a safe, supportive, and inclusive environment for students at the University. The role will help to also develop the necessary skills to navigate challenges living at university and help students create a living and study environment that helps them reach their full potential.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Respond to the needs of students through the provision of pastoral care and support, offering guidance and advice on personal, social, and emotional matters, requiring awareness and knowledge of relevant procedures and regulations.
- Foster positive relationships with students and staff to create an atmosphere of trust and open communication.
- Collaborate with specialist services such as Student Support and Wellbeing, Engagement Officers, and Kent Union to implement initiatives that support and student wellbeing.
- Keep accurate records and provide effective administration of student welfare concerns and interventions, whilst maintain confidentiality.
- Liaise with students, University Staff, and external stakeholders to ensure that students receive the necessary support, referring to specialist services when appropriate.
- Organise and facilitate workshops, on topics related to student welfare and personal development.
- Stay updated on the latest research and best practices in student welfare to enhance the support provided.
- Administer financial assistance funds, including assessing eligibility and levels of hardship and authorising disbursement of financial assistance funds.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Liaising with students who are experiencing pastoral or residential difficulties and working with them to resolve issues and/or signpost as appropriate.
- Working with the Head of Student Engagement to build a sense of community and belonging at the University of Kent Making referrals to colleagues in specialist services in relation to students with more complex support requirements
- Making decisions relating to disbursement of financial assistance funds.
- Attend and contribute to meetings as required

Facts & figures

Support around 14,000 students living on or off campus.

Internal & external relationships

Internal: Students, Student Services staff, including the Student Engagement Managers, Student Conduct and Complaints Office, the Student Support and Wellbeing team; staff from senior management teams and their offices; Kent Hospitality staff; Estates staff and Campus Security; Academic Divisions; Finance; Timetabling; Kent Union.

External: police, medical services, Support services, parents and guardians, alumni, visitors, and members of the public.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

(Delete if not applicable)

- use of Screen Display Equipment
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects.
- There may be a requirement to work evenings and weekends.
- Ability to travel in a timely and efficient manner regularly between campuses.

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to A level standard or equivalent, including GCSE Maths & English (grade C/4 or above) A
- Substantial experience of working in a student facing role in HE A,I

- Line management/supervisory experience and the ability to motivate and supervise staff effectively A,I
- Excellent IT skills particularly MS Office packages and the ability to learn systems quickly I,T
- Excellent communication skills (written and verbal) and the ability to deal confidently and diplomatically with a range of people at all levels, modifying your approach when necessary A,I
- Strong judgement and initiative with the ability to effectively interpret and apply policies and procedures, understand, and solve problems and make suggestions for improvements I
- Ability to advise on a wide range of student pastoral issues and the ability to judge when to refer to specialists A, I
- High level of accuracy and attention to detail A,T
- Ability to understand the diverse cultural backgrounds of students, and insights into the range of issues they may face, especially if living abroad for the first time I
- Excellent interpersonal skills and an ability to show empathy with students who face difficulties, whatever their background or circumstances I
- Highly organised - able to prioritise work (self and others) to ensure key deliverables are achieved on time and to required standards I
- Ability to work independently and effectively as part of a team by collaborating and developing close working relationships with colleagues at all levels I
- Good numeracy skills and ability to gather and analyse data/information and then make recommendations for action I,T
- Ability to handle issues of great sensitivity with discretion and with appropriate confidentiality I
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience A, I
- Commitment to deliver and promote equality, diversity, and inclusivity in the day-to-day work of the role I
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research I
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role I