JOB DESCRIPTION

1. JOB TITLE: Student Welfare Officer

2. HRMS REFERENCE NUMBER: HRMS/13268

3. ROLE CODE: FINADMIN02

4. DEPARTMENT: Student Support and Guidance

5. ORGANISATION CHART: The post holder reports to the Senior Welfare Officer in the Student Welfare team.

6. JOB PURPOSE: As part of the Student Welfare team, the post-holder will be the main point of contact for general welfare enquiries from both students and staff. Playing an active role in welfare inductions, development of training and publicity materials, and also in forward planning, the role holder will be an integral part of the future development of the Student Welfare section.

7. BACKGROUND INFORMATION:

<table>
<thead>
<tr>
<th>DEPARTMENT VISION</th>
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<tbody>
<tr>
<td>Student Support and Guidance will strive to reach every student in raising their individual educational and personal aspirations, and to excel in promoting active citizenship and social, economic and moral responsibility.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>DEPARTMENT MISSION</th>
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<tbody>
<tr>
<td>Student Support and Guidance facilitates a positive, self-directed student experience by providing support, guidance and development opportunities, empowering students to become proactive lifelong learners to achieve their full potential in society. (Updated July 2010)</td>
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</tbody>
</table>

Founded in 1839 as a teacher training college and created a University in 2005, Chester is one of the oldest higher education institutions in the UK. Growth has been fast in recent years and there are now over 10,500 students based across three campuses and several hospital sites.

In 1994, recognising the changes facing Higher Education and the challenges that these would present to students, the University established the department of Student Support & Guidance. The department co-ordinates a range of student services including welfare, disability and specific needs, student development and student discipline services.

The department has an excellent record, reflected in a number of QAA commendations, Matrix accreditation the award in December 2008 of 5*
Recognition for Excellence, and being shortlisted for the UK Excellence Award in 2011 as well as excellent results in student satisfaction surveys.

8. WORK PERFORMED AND/OR KEY RESULT AREAS:

8.1 Communicating Effectively

- Responsible for answering routine enquiries on a daily basis related to the work of the Student Welfare team, as well as the wider Student Support and Guidance department.
- Explaining detailed University procedures and, for example, assessment regulations and procedures relating to student funding, on a daily basis as the point of expertise in the department.
- To play an active part in the provision of welfare information and advice to all students across campuses and sites.
- To be responsible for the accurate record keeping of a student case load within the Customer Relationships Management (CRM) system, including responding to enquiries to the Student Welfare email account.
- To be responsible for the day to day management of Student Welfare records.
- To take part in Open Days and Applicant Days to provide information to prospective students.

8.2 Leadership and Working Collaboratively

- The role holder is expected to work as an effective member of the Student Welfare team, with responsibility for co-ordinating a number of activities of the team, for example office cover, Info Point cover and the organisation of Refresher Inductions.

8.3 Liaison and Networking

- To provide information to members of staff in the wider University or stakeholders (e.g. Personal Academic Tutors) as the first point of contact in Student Welfare.
- To liaise with external agencies such as the Student Loans Company and external mental health services to ensure students are receiving appropriate support.
- To participate in relevant internal and external networks to develop and maintain best practice, for example the National Association of Student Money Advisors, and to work in collaboration with the Student Union on student campaigns.
- An active member of formal department meetings and working groups to share best practice and information.

8.4 Delivering a High Quality Standard of Service

- To provide a high level of customer service to all customers, including prospective students, current students and members of staff from across the university.
- To play an active part in the provision of welfare information and advice to all students across campuses and sites (including Warrington campus and the nursing sites).
• Responsibility for ensuring that web page content is kept accurate and up
to date.
• To work one to one with students who are potentially vulnerable or
experiencing difficulties in order to help them to resolve their problems and
continue with their University programme.
• To work within agreed service boundaries including confidentiality and the
Data Protection Act.

8.5 Effective Decision Making
• When responding to queries, to take independent decisions on how to
respond to queries, processes to direct to and who to refer queries to.
• To make collaborative decisions with colleagues within the Student
Welfare team on changes to operational processes affecting administrative
operations across the department.
• The role holder will be expected to decide when to refer issues to the
Senior Welfare Officer.
• To provide advice to the Senior Welfare Officer to enable them to take a
decision on the appropriate support interventions for students.

8.6 Planning and Organising Self and Others
• To work autonomously to plan and prioritise own work and the work of the
other members of the Student Welfare team.
• To organise, coordinate the delivery of, and contribute to the welfare
activities during undergraduate and postgraduate induction.
• To occasionally supervise the work of volunteers or Work Based Learning
students who may join the Student Welfare team at key times of the year.
• To support the Senior Welfare Officer with the implementation of student
initiatives

8.7 Innovation and Improvement (Effective Problem Solving)
• To resolve standard and non-standard problems that arise, with reference
to the Senior Welfare Officer.
• To put new approaches or preventative measures in place to avoid
reoccurrence of problems.
• The post holder will be directly responsible to the Senior Welfare Officer,
but must be able to work using his/her own initiative in a pressurised
environment.

8.8 Analysis and Research
• Responsible for collation and manipulation of the team’s Customer
Relationship Management data and evaluation and impact data to produce
reports in order for the information to be interpreted by the Senior Welfare
Officer.
• Responsible for the collation and presentation of service data for
interpretation by the Senior Welfare Officer.

8.9 Sensory and Physical Demands
• Standard for office work
8.10 Work Environment
- Office environment with no responsibility for the health and safety of others beyond due care

8.11 Pastoral Care and Welfare
- The role holder will be the first point of contact for students experiencing welfare problems, and will be responsible for referring the student to the most appropriate source of support or most appropriate university procedure.
- The role holder must respond to students in a sensitive manner at all times, and be comfortable dealing with students who are distressed.

8.12 Team Development
- To provide information and guidance on administrative processes to any new members of staff in the department, for example Info Point training.

8.13 Teaching and Learning Support
- The role holder will be expected to deliver presentations to students and academic departments at key times during the year, for example during Induction week.

8.14 Knowledge and Experience
- The role holder will have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others.
- See person specification, below, for more details.

8.15 General

8.15.1 To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you, including occasional evening and weekend work.

8.15.2 To take responsibility for upholding and complying with the University’s Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.

8.15.3 To comply with all University Health and Safety policies.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Welfare Officer</th>
<th>Department:</th>
<th>Student Support &amp; Guidance</th>
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<tbody>
<tr>
<td>Criteria</td>
<td>Essential / Desirable</td>
<td>Method of identification</td>
<td></td>
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<tr>
<td><strong>Qualifications:</strong></td>
<td></td>
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<tr>
<td>Degree (or equivalent)</td>
<td>Essential</td>
<td>Application form/ certificate</td>
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<tr>
<td>ECDL (or equivalent)</td>
<td>Desirable</td>
<td>Application form/ certificate</td>
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<tr>
<td>Relevant professional qualification e.g. Certificate in Counselling/ Social Work qualification</td>
<td>Desirable</td>
<td>Application form</td>
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<tr>
<td>Current UK Driving Licence</td>
<td>Essential</td>
<td>Application form/certificate</td>
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<td><strong>Proven Experience:</strong></td>
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<tr>
<td>Minimum of one year’s experience in a welfare environment or similar</td>
<td>Essential</td>
<td>Application form/ interview</td>
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<tr>
<td>Experience of working in a Higher Education environment</td>
<td>Desirable</td>
<td>Application form</td>
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<tr>
<td>Computer literacy, to include Microsoft Word, Excel, Outlook and PowerPoint</td>
<td>Essential</td>
<td>Application form/ test</td>
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<tr>
<td>Experience of case work and appropriate record keeping</td>
<td>Essential</td>
<td>Application form/ interview/test</td>
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<td><strong>Delivering academic and service excellence:</strong></td>
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<td>High level of accuracy ensuring good attention to detail</td>
<td>Essential</td>
<td>Interview</td>
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<tr>
<td>A commitment to continuous improvement</td>
<td>Essential</td>
<td>Interview</td>
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<td><strong>Managing self and inspiring others:</strong></td>
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<tr>
<td>Experience of co-ordinating the work of others</td>
<td>Desirable</td>
<td>Application form/ interview</td>
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<tr>
<td>Excellent organisational skills and the ability to multi-task and work effectively in a pressurised environment</td>
<td>Essential</td>
<td>Application form/ interview/ test</td>
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<td><strong>Working together:</strong></td>
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<td>High level communication skills.</td>
<td>Essential</td>
<td>Application form/ interview</td>
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<tr>
<td>The ability to work effectively with others as a competent team member and co-ordinator.</td>
<td>Essential</td>
<td>Application form/ interview</td>
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### Organisational and stakeholder awareness:

<table>
<thead>
<tr>
<th>Essential Requirements</th>
<th>Interview</th>
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<tr>
<td>Ability to solve problems in accordance with procedures.</td>
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<tr>
<td>Knowledge and understanding of the range of issues which may affect HE students e.g.: debt, relationships, drug/alcohol abuse</td>
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**Essential Requirements** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

**Desirable Requirements** are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

**Method of identification** is where the selection panel will match the candidate’s skills and abilities to the required criteria outlined (i.e. application form, interview, test)
UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT
STUDENT SUPPORT AND GUIDANCE
STUDENT WELFARE OFFICER

SALARY SCALE
University Scale OS5, points 15-18, £19,802 - £21,597 per annum payable monthly in arrears.

RESIDENCE REQUIREMENT
It is a requirement of this post that within 12 months of appointment, the post-holder should live within a 30 mile radius or within a one hour travelling time by public transport from the University.

HOURS OF WORK
36.5 hours per week, to be worked as follows:

Monday to Thursday 9.00am - 5.30pm
Friday 9.00am - 4.30pm (less a one hour lunch break each day)

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

HOLIDAY ENTITLEMENT
22 days per annum (pro-rata during the commencement and cessation years), rising to 27 days after five years' continuous service. Two extra statutory days per annum during the Christmas period.

DISCLOSURE & BARRING SERVICE CHECKS
The successful applicant will have to undergo a DBS check before an appointment can be made.

MEDICAL EXAMINATION
Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES
Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME
The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by Friends Life.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if
they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

**EQUAL OPPORTUNITIES**
The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

**SMOKING POLICY**
The University operates a No-Smoking policy.

**PROBATIONARY PERIOD**
A nine months’ probationary period applies to all University posts.

**CLOSING DATE**
Candidates should apply for this vacancy via our online recruitment website (https://jobs.chester.ac.uk/wrl/) by Wednesday 16th July 2014 quoting reference number HRMS/13268