



## JOB DESCRIPTION

<b>Job Title:</b>	Student Welfare and Liaison Officer
<b>Salary:</b>	14 – 17 Common Salary Scale
<b>Location:</b>	The post holder will be based at the Tower Road Campus but as a term of employment may be required to work at any campus from which the College is offering or providing services.
<b>Responsible to:</b>	Student Services Manager
<b>Responsible for:</b>	Services to potential, current and recent learners of the College.
<b>Job purpose:</b>	To provide social and welfare support, including financial information and advice to students. Providing support and work closely with curriculum areas to foster college wide enrichment activities and events. Enable and promote student involvement to ensure the voice of the student is heard.
<b>Liaison with:</b>	Both internal and external clients in order to provide an effective student support service. The post holder will work closely with all College staff, especially Information Services and Marketing colleagues.

### **Specific Duties:**

1. To provide welfare information and support for students
2. Respond to referrals as appropriate
3. To provide confidential support for students and referral to other agencies as appropriate
4. To undertake duties as a Designated Safeguarding Officer
5. Supervise the activities of the Student Union
6. Support the development and activities of the Student Union
7. Encourage and/or represent the student voice at meetings as required
8. Work closely with the Learner Support Fund Co-ordinator and others in the assessment of eligibility for all LSF and other financial support provision
9. To liaise with charitable trusts in order to source additional financial support for students

10. To liaise with student awards sections of LEA's in order to provide appropriate advice and support for HE students
11. Advise, when necessary, on student loans applications
12. Deal with correspondence and enquiries from various agencies
13. Raise awareness of service through course induction programmes
14. Refer enquiries to Course Team Managers and/or Lecturers as required
15. Maintain the ethos and service orientation of the College with regard to student facilities, equal opportunities, health and safety and welfare of students
16. Keep statistical records as required
17. Attend team meetings, training and development activities as required

**Personal Specification:**

1. Ability to communicate clearly and concisely both verbally and in writing with a range of service users both internally and externally
2. Proven commitment to the promotion of activities to enhance the student experience.
3. Experience in a customer care and/or care environment
4. Knowledge of state benefits, student awards and other financial assistance available to students
5. Supportive of financial and personal issues that students face in relation to their education
6. Sound understanding of equality of opportunity issues
7. Competent in the use of Word, Excel, Power Point and other databases
8. Ability to work on own initiative and as part of a busy team
9. Ability to work systematically and flexibly
10. Ability to plan and meet targets

**Preferred Qualifications:**

- Qualification in youth work or sport related activities
- Safeguarding Children/Vulnerable Adults Qualification
- Level II Literacy and Numeracy or equivalent
- NVQ II IAG or Care or willingness to work towards

**General Duties:**

The post holder will be required to undertake any additional duties as directed by the Principal (or his/her delegated representative) appropriate to the administration of the College and within the abilities of the postholder

**The post holder will be required to comply with:**

- Health and Safety and Work Act
- Data Protection Act
- Equality and Diversity Legislation
- Child Protection Legislation
- Other Acts of Parliament, Statutory Instruments and Regulations and other legal requirements, and nationally agreed codes of practice, which are relevant

**All duties will be carried out in the working conditions normally inherent in the particular job.**

This is a description of the job as it is presently constituted. It is our practice to review all job descriptions regularly and update them where necessary to ensure that they are a true reflection of the job that is being done, or to incorporate changes where they are found to be inaccurate. This procedure is conducted jointly by the manager and the job holder. You will, therefore, be expected to participate fully in such discussions with a view to reaching agreement on any changes felt to be necessary. If agreement is not possible, management reserves the right to insist on changes to your job description in line with your grade/level in the organisation, after consultation with you.

Signed.....Date.../.../....