

# JOB DESCRIPTION

**POST TITLE:** WELFARE & RETENTION OFFICER  
(TERM TIME ONLY)  
**POST NUMBER:** WREQ3228  
**GRADE:** HAY 8 SCALE

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## **JOB PURPOSE**

The post-holder will be responsible for providing effective welfare and mental health support, advice and guidance to all learners. The post-holder will play a key role in the monitoring of students at risk of leaving within curriculum areas ensuring that effective intervention strategies are in place to keep students on programme.

## **KEY DUTIES AND RESPONSIBILITIES**

As post-holder, you will report to the Student Welfare and Pastoral Support Services Manager for the following:

- To work with curriculum teams to identify and support students who are 'at risk of leaving'.
- Ensuring a timely and effective 'at risk' referral system is in place.
- To work with curriculum teams to implement and follow through action plans with 'at risk' students to ensure they can remain on programme and improve their attendance.
- To provide advice and guidance to staff on welfare and mental health issues and any relevant policy updates.
- To provide advice, guidance and support to students on a range of welfare issues including financial support, housing, health, mental/emotional health and personal matters.
- To play a key role in the implementation of the College's Attendance and Retention Policy and where required to work with Senior Management across the organisation to meet collegiate expectations and benchmarks.
- Maintain close links with specialist external agencies and develop effective referral systems.
- Effectively promote the welfare services to all students at Weston College including Work Based Learners.
- Attend external meetings, training and events on behalf of the College regarding welfare, safeguarding and mental health, liaising effectively with outside agencies where and when necessary.

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- If necessary, to be a designated member of staff for support groups applicable to the needs of our student body.
- To support Children Looked After/Previously Looked After and Care Leavers by holding regular PEP reviews whilst also liaising with Social Workers and Carers.
- To be prepared to operate on a flexible basis as required and to fulfil the offer of early evening appointments by arrangement.
- To undertake such other duties as may be reasonably required commensurate with the grade of the appointment.
- Contribute to the development of the service working in collaboration with the Welfare and Pastoral Support Services Manager.
- To support the wider Welfare and Pastoral Support Services team as and when required to deliver an outstanding level of pastoral support for college learners.
- Members of the team will be expected to work out of normal working hours as required - when extensive working out of normal hours is required, time off in lieu can be negotiated.

## **GENERIC DUTIES**

In addition to the requirements of the post above, all Welfare and Retention Officers are required:

- To work collaboratively across the College with all students and staff.
- To complete all associated organisation and administrative work.
- To assist in the management of appropriate administrative systems, which meet College requirements and implement action of College policies e.g., Attendance and Retention.
- To participate in both internal and external staff development as appropriate.
- To meet the requirements of the Health & Safety at Work Act 1974 and the College's Health and Safety Procedure.
- Comply with Information Security requirements, in line with Weston College policy.
- To undertake individual or collaborative research agreed by college management.
- Complete any other duties reasonably assigned by the Welfare and Support Services Manager.

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## **KEY TARGETS**

This post has key targets that are required for the success of this post. These targets will be set and agreed annually, normally prior to the start of the academic year. Targets will be process monitored and updated on a termly basis.

The following is a list of areas for which targets will be set, whilst this list covers key areas it is not exclusive and is likely to change in line with external and internal strategies.

- Retention.
- Attendance.
- Referral levels.
- Progression rates by level.
- Student satisfaction.
- Staff satisfaction.
- School/Agency/Partner/HEI satisfaction levels.
- Service standards.

## **HEALTH AND SAFETY**

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to co-operate with Weston College on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Weston College's Health and Safety Policies and the Health and Safety at Work Act 1974.

## **STAFF DEVELOPMENT**

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.

## **CONDITIONS OF SERVICE**

The College standard Contract of Service for Support staff applies.

### **SALARY**

Hay 8 Scale, Points 27 - 30: £21,405.74 - £23,769.05 per annum (actual).

### **HOURS**

Hours of attendance: Full-time, 37 hours per week.

*The post is term-time only (39 weeks – academic year), working 37 hours per week. Holidays must therefore, be taken outside the terms of the academic year. The post holder may, on occasions, be required to work irregular hours.*



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## **SPECIAL NOTES AND CONDITIONS**

The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify the re-evaluation of the post.

The post holder may be required to move between sites on either a permanent or temporary basis.

Adjusted working hours can occur to meet the business' needs. The post-holder should have a flexible approach to hours of work, place of work, and cover needed for holidays.

**Weston College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.**

# PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at grade 4/C or above (or equivalent) including English Language and Mathematics. <i>All applicants must be able to provide evidence of a Level 2 qualification in Mathematics and English Language or be willing to undertake the qualification whilst in post.</i>	✓	
Full Level 3 qualification (or equivalent).	✓	
Excellent interpersonal skills and the ability to work as part of a team.	✓	
Experience in giving advice on and dealing with welfare issues and supporting positive mental health.	✓	
Experience of working within an education setting/establishment.		✓
Excellent communication skills, both written and oral.	✓	
Computer literate.	✓	
A student focused approach to work.	✓	
Experience working with and supporting young people.	✓	
Receptive to new ideas, proactive in approach and willingness to work flexibly.	✓	
Professional in both conduct and approach.	✓	
Motivated, enthusiastic and committed.	✓	