

JOB DESCRIPTION

POST TITLE: HE WELFARE & RETENTION OFFICER
POST NUMBER: WREQ2646
GRADE: MANAGEMENT SPINE O-L

JOB PURPOSE

Working within the Higher Education (HE) Directorate; the post holder will be responsible for ensuring the smooth transition into HE for new students and effective ongoing pastoral support to enable student development and achievement. They will take a proactive approach to monitoring at risk students and the implementation of the HE Student Retention Strategy.

KEY RESPONSIBILITIES

The HE Welfare and Retention Officer will be responsible to the Academic Registrar and will work within the Higher Education Academic Registry Team (HEART). The person appointed will be responsible for the following:

- Coordinating the induction process to ensure students' transition from applicants to students effectively and becoming part of a HE culture, developing a sense of belonging and identity.
- Providing effective pastoral support, making appropriate referrals to the specialist support team / external agencies where necessary.
- To work with curriculum teams to identify and support students who are at risk of leaving and ensure appropriate individualised support is in place.
- Providing targeted support for potential at risk students, including care leavers / young carers and estranged students.
- To ensure the implementation of the HE Student Retention Strategy including attendance monitoring, administration of low attendance communication and arranging tutorials with staff / students at risk.
- Providing advice and guidance to students regarding Mitigating / Personal Circumstances and 5 Day Extension applications.
- Managing the administration for the Mitigating Circumstances Applications for Weston College students and 5 Day Extensions Applications, including arranging panel meetings and communication with students and staff (as appropriate) of outcomes.
- To be responsible for allocating student accommodation for HE students and supporting students to transition to communal living.

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- To be responsible for dealing with student accommodation issues on behalf of Weston College.
- Reviewing the effectiveness of appropriate policies / procedures and updating these as required.

GENERIC RESPONSIBILITIES

In addition to the requirements above, as a member of HEART, you will be required to:

- Provide Information, Advice, and Guidance (IAG) regarding HE, qualifications, course content, entry criteria, selection process, finance, and scholarships to prospective students.
- To contribute and support the student recruitment and selection process, including attendance at Open Days, delivering presentations, liaising with parents / students on interview / audition days as required, positively selling Weston College HE provision and ensuring relevant literature is available to applicants. Promotion of Weston College both internally and externally.
- To complete all associated organisation and administrative work.
- To participate in both internal and external staff development as appropriate.
- Adhere to all College Policies and Protocol.
- Meet the requirements of the Health & Safety at Work Act 1974 and the College's Health & Safety Procedures.
- Comply with Information Security requirements in line with College policy.
- Be prepared to operate on a flexible year as required. You will be expected to work outside of normal working hours, as required by the role.
- Undertake such other duties as may be reasonably required, commensurate with the grade of the appointment.

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 in respect to their specific duties and responsibilities.

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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 Management Spine staff applies.

SALARY

Management Spine O-L: £19,746.00 to £22,204.00 per annum.

HOURS

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

Due to the nature of this post, a flexible approach to working hours is required, with evenings and occasional weekend work needed to meet the demands of this post.

Annual leave: 318.5 hours per annum, inclusive of statutory bank holidays and college closures.

The College reserves the right to direct up to 5 days of your annual leave entitlement for efficiency purposes.

SPECIAL NOTES AND CONDITIONS

The successful candidate(s) will be based at the Knightstone site of Weston College but will deliver to learners at all sites and other external locations.

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>	✓	
A Degree or equivalent qualification in an appropriate area.	✓	
Qualification/Experience in Counselling, Mental Health or Information, Advice & Guidance (IAG).		✓
Excellent communicator with a high level of interpersonal skills.	✓	
Experience in giving advice on and dealing with welfare issues.		✓
Experience working with and supporting vulnerable people.	✓	
Highly motivated, setting and achieving high standards for yourself.	✓	
Excellent time management and organisational skills; the ability to plan ahead and manage multiple deadlines to prioritise workloads and respond to planned and ad-hoc demands.	✓	
Ability to work as part of a team.	✓	
Computer literacy including use of Access Databases and Excel Spreadsheets.	✓	
Experience of event management and organisation.		✓
Understanding of HE Sector including: <ul style="list-style-type: none"> • Student support • HE student finance • HE Quality/QAA 		✓
Reliable and committed to Quality Assurance.	✓	
Evidence of pro-activity in the workplace and the ability to embrace and adapt to change to bring about continued improvements.	✓	