

**JOB DESCRIPTION**

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| **Job Title:** | Student Engagement & Welfare Officer |
| **Department:** | Academic |
| **Manager:** | Principal |
| **Hours:** | 25 hours per week, Monday to Friday |
| **Location:** | Kent or London but with regular travel to either |
| **Salary:** | TBC upon application |

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| **Job summary:**The Student Engagement & Welfare Officer’s (SEWO) key responsibility is to ensure a fulfilling and successful student experience for all our London and Kent students, in order to ensure that academic progress and personal development is maintained and optimised. This will be achieved through coaching, providing advice and welfare support to students in collaboration with colleagues across the BCNO Group and utilisation of external agencies as appropriate.   |

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| **Key responsibilities:*** Responsible for developing and implementing an engagement and welfare strategy that drives student engagement and further enhances the existing environment of supportive learning and inclusion.
* Be visible and accessible on both campuses and clinic sites.
* Develop and implement opportunities to grow student satisfaction and community spirit.
* Play a proactive role in the development and implementation of the student orientation process.
* Work closely with Faculty Heads, the Admissions and Registry teams to understand the engagement and welfare needs of students; and develop action plans accordingly.
* Develop and implement dyslexia, and other learning difficulties, screening sessions for all new students, following up where necessary including external signposting and informing relevant staff.
* Responsible for ensuring reasonable adjustments are put in place for students during assessment process, as appropriate.
* Responsible for reviewing new student health forms and taking supportive action as necessary.
* Provide one to one coaching sessions for students who are potentially vulnerable or experiencing difficulties in order to help them to resolve their problems and continue with their studies. This might include study skills’ training, wellbeing advice such as techniques to cope with anxiety, improve relaxation and mindfulness.
* Support students in accessing external mental health services including use of the Student Assistance Programme.
* Support Registry with the mediation of disputes between students in order to resolve at an informal level.
* Provide welfare advice and support to students who become involved with the BCNO Group’s Disciplinary/Fitness to Study/Practice processes.
* Manage the Personal Tutor scheme ensuring appropriate allocation of resources so that all students are supported. Provide training for Personal Tutors and regularly monitor effectiveness of scheme.
* Remain up to date on services available for students in the local area, nurturing contacts with these services and drawing upon them as appropriate, for example with local Citizens' Advice and the NHS services.
* Respond to emergency situations involving students in conjunction with other staff, in normal working hours and, where emergency situations arise out of hours, contribute to the work of the response team on the next working day.

• Actively participate in Open Days, induction/orientation week and other events as required.• Produce reports for the Student Inclusion, Welfare & Attendance committee together requests for information to support other formal committees. * Act as Safeguarding Officer ensuring that safeguarding concerns are monitored and actioned through the use of CPOMs system.
* Responsible for the development and review of policies/procedures relevant to role.

• Champion equality, diversity and inclusion in all student matters.• Coordinate DBS checks for students• Undertake other duties consistent with the level of this role as required by the Principal |

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| **Key relationships:*** Students
* Faculty Heads
* Admissions Team
* Registry Team
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| **Committee attendance:*** Student Inclusion, Welfare & Attendance Committee
* Programme Committee (RQ)
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| **Signature of role holder:** |  |
| **Name of role holder:** |  |
| **Date:** |  |

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| **PERSON SPECIFICATION – STUDENT ENGAGEMENT & WELFARE OFFICER** |
|  | **Essential** | **Desirable** |
| **Education, Experience & Knowledge** |  |  |
| Recognised Certificate in Counselling |  | X |
| Recognised Diploma in Counselling |  | X |
| Previous experience of working in a welfare position in education | X |  |
| Good knowledge of working within parameters of the UK GDPR | X |  |
| Good knowledge and understanding of CBT practices | X |  |
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| **Personal Skills & Attributes** |  |  |
| Uses sound judgement to make good decisions based on information gathered and analysed | X |  |
| Cooperative and supportive interaction with others | X |  |
| Shows concern for all aspects of the job and follows up on work outputs | X |  |
| Takes personal responsibility for job performance and has a desire to excel | X |  |
| Non-judgemental thinking and approach – able to consider all contributing factors before making a decision | X |  |
| Adaptable and flexible to changing priorities | X |  |
| Active listener | X |  |
| Expresses views in an articulate, clear and concise fashion, adapting approach to suit the audience | X |  |
| Strong sense of confidentiality and discretion | X |  |
| Takes the lead to influence events when appropriate | X |  |