

Welfare Advisor

Job Description

Reporting to Head of Student Services

Spinal Range: 17 - 21

Main Purpose of the Role

Responsible for providing impartial, pastoral advice to students and prospective students, in relation to student welfare. To identify and alleviate safeguarding and welfare barriers to enable students to commence, continue and complete their education. To ensure that all learners and internal and external customers receive excellent customer care from all staff within the learning resource centre/welfare team/enquiries team and admissions and enrolments.

Key accountabilities and responsibilities

To act as a member of the Student Services team, providing students with care, advice and guidance, from initial enquiry to successful completion and progression in relation to safeguarding and welfare.

To supervise the training of student service welfare and funding advisors

To work with the Head of Student Services to develop the Department to provide an effective support service that promotes student participation, achievement and progression

To be alert and responsive to any safeguarding issue that requires further action

To initiate safeguarding and child protection alerts and complete risk assessments for at risk learners

To complete a risk search for criminal convictions and implement risk assessments as appropriate following consultation with the relevant college staff.

To update college databases with critical information, and review policies and procedures, updating them as appropriate

To organise meetings as required with parents, students, vulnerable young people, LAMs, and all external agencies.

Safeguarding and Child Protection

To provide staff with advice and support on issues relating to child protection and vulnerable adults

To liaise with the Head of Student Services of cases of suspected abuse or allegations to Social Services

To take responsibility for managing the referral of cases of suspected abuse or allegations to Social Services

To maintain a proper record of any child protection referral complaint or concern

To ensure that the parents of children, young people and vulnerable adults are aware of the College's Safeguarding Policy

To maintain a risk register for this area of work and report to the Safeguarding Lead any short falls in fulfilling the College's obligations in safeguarding

Finance

To take responsibility for the financial advice such as bursary and funding advice given to students

To be the College representative on providing information on the various funding streams, available to students.

To maintain up to date knowledge on each strand of financial support for students, revising College procedures and policies as required, with each change in funding model

To meet audit requirements in each area of financial support.

Customer Services

To take responsibility for ensuring that the Safeguarding/Child Protection/Welfare and Finance information being offered to prospective and current students is accurate and up to date

Provide front of house services, including the receiving of visitors, staff and students and providing initial advice regarding course information and availability, including location of courses.

Greet all customers professionally and politely welcoming them to the college and contributing to building a strong reputation for the college

Ensure that reception area, notice boards and information points around the college are welcoming, tidy, and well stocked with college marketing and promotional material.

To assist students with the completion of any forms that they may need to complete whilst at college

Ensure the correct referral of the needs of individual students based on your knowledge of services and support offered within the Student Services area and make appropriate appointments.

Team work

Work closely with business support areas and learning areas to ensure a professional, streamlined service at all times.

Be committed to working as part of a multifunctional team and provide cover and support within the Student Services area providing Reception and sickness cover during busy periods and as requested.

Provide assistance with the Enrolment process to ensure that the Funding Agency deadlines are met.

Maintain close links with other College staff in order to assist all students, including vulnerable learners.

Work with the Marketing Team and participate in College events such as enrolment and advice and guidance days/evenings.

Professional conduct

Present yourself in a smart, professional and courteous manner at all times

Carry out all duties with due regard to equality of opportunity and confidentiality with confidence and fairness.

Ensure you meet all necessary Health and Safety responsibilities and duties as required by this post.

Embrace development opportunities to continually improve the reception and helpdesk function at the college.

Carry out any other duties as required by your line manager, which you could reasonably be asked to undertake within your experience and qualifications which are broadly consistent with the general functions and grading of this position

Person Specification

Job Title: Welfare Advisor

The following characteristics are required for the job role:-

Ability	Essential	Desirable
<u>Skills</u>		
Ability to talk to Students and Staff at all levels	Yes	
Ability to work effectively as part of the whole College team	Yes	
Practical ability to problem solve and use initiative	Yes	
Ability to motivate others and develop teams	Yes	
Attention to detail and accuracy	Yes	
Sound high level Administration Skills	Yes	
Ability to write formal/informal letters to students, parents, internal customers and external customers	Yes	
Professional telephone manner	Yes	
Ability to meet deadlines	Yes	
Practical ability for planning and organising tasks	Yes	
<u>Knowledge/Experience</u>		
Experience of supervising a Team	Yes	
Experience of working in a busy Student Welfare environment	Yes	
Experience of working with external Welfare agencies		Yes
Information, Advice and Guidance	Yes	
Word Processing, Spreadsheets and Database	Yes	
Experience of Audit/Inspection procedures in FE		Yes
At least 2 years relevant experience in an educational environment,		Yes
<u>Qualifications</u>		
Level 3 Qualification in relevant subject	Yes	
Counselling Qualification		Yes

Ability	Essential	Desirable
Information, Advice and Guidance Qualification Level 3 (or willing to work towards)		Yes
Customer Service Qualification		Yes
IT Qualification Level 2	Yes	
First aid at work (or willing to work towards)		Yes
Fire Marshall training (or willing to work towards)		Yes
Midas certificate/D1 or clean driving licence and willingness to be a designated Midas minibus driver		Yes
<u>Special Competences</u>		
Good attendance, timekeeping and sickness records	Yes	
Flexible approach to working	Yes	
Friendly and outgoing	Yes	