

**DEPARTMENT OF LEARNER SUPPORT**

**JOB DESCRIPTION**

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| **POST TITLE:** | Welfare Officer |
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| **SALARY:** | JFG 5 - from SCP 16 - £23,195 to  SCP 20 - £24,610 per annum pro-rata depending on qualifications and experience |
|  | |
| **CONTRACT TYPE:** | Business Support |
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| **HOURS:** | 0.89 FTE (annualised hours), 37 weekly hours, |
| **REPORTING TO:** Student Services Manager (Designated Safeguarding & Prevent Lead) | |
| **CLOSING DATE:** | Monday 12 June 2023 @ 12 noon |
|  |  |

**INTERVIEW DATE:** Tuesday 20 June 2023

**If you have not been contacted within 14 days of the closing date of the position, you should assume that, unfortunately, on this occasion your application has been unsuccessful.**

The information given below is intended to provide an outline of the responsibilities of the job and its role within Preston College. The job description outlines the main duties in general and is not intended to be exhaustive. The post holder will be expected to work in a flexible, proactive manner to carry out such duties as are necessary and to communicate effectively with all work colleagues.

**MAIN PURPOSE OF THE JOB**

Preston College is committed to ensuring the highest standards of support for its learning community and staff. We recognise that effective support for vulnerable learners removes barriers to learning and promotes an inclusive approach to achievement.

Working as part of the College’s Student Services team, alongside the Student Services Manager, the postholder will be responsible for ensuring the delivery of outstanding welfare and financial support to ensure the improvement of student wellbeing and success rates. This includes administering the funds in line with audit requirements, and maintaining good relationships with relevant external agencies who provide specialist support to our learners, thereby maximising the impact for those “At Risk”.

The role demands a high level of organisational planning and attention to detail, with the capacity to respond quickly to changing priorities. Being conversant with the guidance and regulations of a range of Welfare Benefits is also a priority.

**Key Responsibilities**

The job description outlines the main duties in general terms only and is not intended to be prescriptive. The post holder will be expected to work in a flexible, proactive manner to carry out such duties as are necessary and to communicate effectively with all work colleagues. The main duties and responsibilities of the post include, but are not limited to the following:

* Administer the Learner Support Funds, ensuring procedures for distributing the funds are applied fairly and equitably, reflect agreed criteria and are accessible to eligible learners
* Utilise College systems and procedures to ensure that the College’s Financial Regulations and audit requirements are adhered to at all times within the welfare function
* Work flexibly to ensure that welfare appointments are available to meet learner need
* Plan and organise workload to ensure that all learners are supported
* Contribute to the provision of timely and relevant funding information and guidance to current and prospective learners, parents/ guardians
* Contribute to the continuous improvement of the welfare service for the benefit of all learners within the College
* Support the sharing of up to date knowledge about the welfare service, benefits and the support funds to staff and students, in order to promote access to the service
* Support the Designated Safeguarding Lead in working toward a trauma informed cross college approach
* Signpost learners to other internal and external support services as required
* Contribute to the creation of a safe learner culture and ensure that the College's procedures for safeguarding, confidentiality and behaviour management are embedded and consistently applied across the Team
* Undertake appropriate staff development activities that support personal development in relation to this role
* Take part in appropriate corporate events for example enrolment, induction, advice events, meetings and activities as required, providing excellent customer service
* Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work and be fully committed to a team approach
* Undertake such other duties as may reasonably be required commensurate with this post

**EQUALITY AND DIVERSITY STATEMENT**

The College recognises its responsibility to ensure that all students and staff are treated with dignity and respect and that equality, diversity and inclusion are promoted throughout the organisation. Recruitment for positions in the College will be carried out in a manner which accords with best equal opportunities practice. The selection of candidates for interview will be based on the person specification and applicants should bear this in mind when preparing their applications and completing the application form.

#### The post holder will be expected to adhere to College policies on Equality and Diversity, Health and Safety and Quality Assurance.

**SAFEGUARDING LEARNERS STATEMENT**

Preston College is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all staff to share this commitment. All Preston College staff are required to undertake mandatory Safeguarding training. The successful candidate for this appointment will be required to apply for Enhanced Disclosure for regulated activity through the Disclosure and Barring Service at a cost to themselves.   At present this fee is £38.00 and payment will normally be deducted from your first month’s pay.  Further information on the Disclosure process can be found at [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service).

**VALUES & BEHAVIOURS**

**Committed to Learning:**

* We are dedicated to our teaching, learning and support, responding to customer needs
* We continually pursue excellence in everything we do
* We are open to change, new ideas and we share information and knowledge

**Respect & Consideration:**

* We treat each other, our college and our community with respect and consideration
* We value the achievements of every person in the college
* We work together as one college, whilst recognising individual contribution

**Customer Focused:**

* We are all representatives of the college and will act in a way that best represents our values and behaviours
* We demonstrate consistently strong performance
* We seek what is best for the college and the people it serves

**Integrity & Honesty:**

* We challenge anything that is inconsistent with our values
* We are accountable for our actions
* We act honestly, ethically and legally in all that we do

**Make it Enjoyable:**

* We encourage a positive and supportive environment
* We make time to help others
* We care about the success of the college

**PERSON SPECIFICATION**

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|  | **Essential/Desirable** | **Method of Assessment** |
| **Qualifications** |  |  |
| Minimum of Level 2 English Functional Skills, or English Language GCSE at Grade C or Grade 4 | E | A |
| Minimum of Level 2 Maths Functional Skills, or Maths GCSE at Grade C or Grade 4 | E | A |
| Level 2 ICT qualification | E | A |
| Evidence of Continued Professional Development (CPD), including welfare and benefits, and advice and guidance | E | A |
| **experience** |  |  |
| Recent experience of providing welfare related information, advice and guidance | E | A and I |
| Recent experience of using a variety of computerised information systems | E | A and I |
| Experience of working in a busy customer service environment, responding to the needs of vulnerable individuals | E | A and I |
| **Knowledge, Skills and Abilities** |  |  |
| Excellent organisational and communication skills, the ability to use initiative and work as part of a team with confidentiality and minimum supervision | E | A and I |
| Familiarity and competence with using Microsoft Office applications, internet, email and other reporting systems | E | A and I |
| Ability to effectively develop and manage relationships with learners, their parent/s or carers, colleagues, cross College teams, and internal/ external agencies | E | A and I |
| Ability to apply consistent approaches to assessment of need in order to process learner support fund applications accurately | E | A and I |
| Champion a quality service which is learner centred, trauma-informed and supports continuous quality improvement | E | I |
| **CORPORATE EXPECTATIONS** |  |  |
| A commitment to the expected values and behaviours associated with working at Preston College | E | A |
| Commitment to safeguarding, equality and diversity, combating discrimination on any grounds and health and safety at Preston College | E | I |
| **OTHER REQUIREMENTS** |  |  |
| Willingness and ability to work at any site or location given reasonable notice | E | A |
| Willingness and ability to work flexibly throughout the week, including evenings and Saturdays as required | E | A |
| Full, clean driving license and access to own transportation | E | A |

Key: A Application Form         I     Interview T Test

Please note where the person specification states that criteria will be identified through more than one medium i.e. A / I, you must specify how you meet the criteria clearly at all stages in order to comply with the College’s Recruitment Procedure for Employees and Casual Workers.