

Job Description

Job title: Wellbeing Advisor	Status: Permanent, Full Time, 37.5 hours per week
Team: Wellbeing	Reports to: Wellbeing Manager
Main Location: Greenford Campus, with flexibility to work across all sites	Direct reports: None
Department: Student Experience and External Engagement	Departmental budget holder: No

Position purpose:

Student wellbeing forms part of the student support services in the Student Experience and External Engagement department. Its purpose is to support, retain and enable student achievement and satisfaction by providing services that enhance the wellbeing of our students. The Wellbeing Advisor works in all aspects of wellbeing, having a generalist knowledge of support mechanisms for students who require additional support. You will manage waiting lists and assess urgency and priority needs. You will provide students with advice on support services and encourage students to access self-service materials where appropriate. Ensuring the service operates an excellent student focussed and supportive approach before and during their studies, you will have a general understanding about other areas of student support. Additionally, the post holder will have a particular responsibility for developing expertise and resources to support students and staff.

Position accountabilities:

Accountability	Key activities
Delivery	<ul style="list-style-type: none"> • Provide skilled, high quality, accurate and timely information, advice and guidance in response to student and staff enquiries including assessment of urgency and priority needs in order to maximise access and student retention • Assist with ensuring both campus Wellbeing services provide a welcoming and open environment with a consistent availability of resources to include the creation of new materials (print and online) • Develop supportive and empathetic relationships with students; provide appropriate signposting to other areas of support and referrals to specialists as appropriate • To support and guide students in the use of self-help materials in order to develop their knowledge and skills and build a self-help culture among students • Develop a resource base to which students with a range of issues can be referred • Contribute to the effectiveness and development of the Wellbeing Service by using own initiative and actively contributing to problem identification, resolution, solution, delivery and staff training • Liaise with external bodies, e.g. local support networks as appropriate; have an understanding of benefits available from the community • To communicate with other business areas such as Timetabling to ensure the needs of students are considered • To support and assist in other areas of Professional services and the institution, as and when needed • Assist the Wellbeing Manager with the implementation of the College's relevant policies • Raise awareness amongst staff and students on wellbeing services • Take responsibility for own professional development by active participation in one-to-one meetings, personal development reviews and keeping abreast of sector

Accountability	Key activities
	developments and initiatives <ul style="list-style-type: none"> • Learn and comply with relevant College, regulations, legislation, ethical requirements and undertake all aspects of work accordingly • Keep abreast of national developments in the area of wellbeing and attend internal and external meetings, seminars, workshops and conferences relating to student support
Reporting	<ul style="list-style-type: none"> • Record all communications with students and stakeholders in the appropriate systems and provide reports for the Wellbeing Manager as required • Develop and implement regular data checking processes to ensure the accuracy of data and identify where any issues might be, for example where data might be missing, duplicated or in the wrong field or format • Collect data and maintain accurate and up-to-date records and statistics as required by Wellbeing Manager, Head of Student Support and Engagement and/or other College staff
Stakeholder Engagement	<ul style="list-style-type: none"> • Build and sustain strong relationships with all key internal and external stakeholders. • Clearly communicate information and advice to students and stakeholders in accessible ways • Liaise with internal staff to ensure the provision of current, consistent and appropriate information, advice and guidance resources for students • Assist with the continued development of the student record and associated systems, ensuring wellbeing business requirements are clearly defined and areas of improvement are progressed
Health and Safety (this is a standard inclusion)	<ul style="list-style-type: none"> • Hold personal accountability in avoiding action that could threaten the health or safety of yourself, other employees, students or members of the public.
GSM London good citizenship (this is a standard inclusion)	<ul style="list-style-type: none"> • Hold personal accountability to ensure a continual focus on enhancing the student experience through actions, words and behaviour. Our students are the most important members of our institution and must be treated as such.

Knowledge, skill and experience requirements:

Essential:

- Degree qualification or equivalent experience
- An understanding of wellbeing in an Higher Education context, and in particular, a widening access context
- An understanding of the impact of Higher Education on inclusion, social mobility and change
- An understanding of issues students face when combining study with wellbeing needs
- Ability to exercise good judgement in decision making using established procedures, especially in situations where clients may be at risk or where adherence to legal, regulatory or confidentiality requirements may be at stake
- Ability to work independently and deal with unforeseen problems and circumstances, including working under pressure and prioritising your own workload
- Offer a skilled and high quality customer experience, including assessing urgency and priority needs. This involves effective communication with applicants and students from a broad range of cultural and social-economic groups, and those with mental health conditions
- Excellent communication skills, both verbal and written as well as good interpersonal and presentation skills with the ability to interpret and explain complex process to others
- Experience of liaising with external bodies
- Experience of creating, developing and maintaining office and administrative systems and working well within service frameworks
- Excellent IT skills, including Word, Excel, PowerPoint and Outlook
- Demonstrable ability to be well planned and organised in a busy and rapidly changing working environment

- Accuracy and attention to detail with a methodical approach to work and the ability to work as part of a team in a busy and demanding environment
- Have an enthusiastic, flexible, adaptable approach and the ability to work without close supervision
- Excellent organisational and administrative skills, and excellent attention to detail
- An understanding of policy and regulatory matters affecting Higher Education including quality assurance
- Ability to retain high quality customer service standards when working in a very busy and sometimes stressful working environment, with people who are often distressed, anxious or demanding
- Problem solving and solutions finding skills
- Strong commitment to the principles of partnership working and excellence in service delivery

Desirable:

- Previous experience of working within Higher Education in a wellbeing capacity
- Working knowledge of external support available to students with wellbeing needs
- Knowledge of power-point and experience in delivering presentations