

Job description

Job title: Wellbeing Manager	Status: Full Time, 37.5 hours per week
Team: Student Support and Engagement	Reports to: Head of Student Support and Engagement
Main Location: Greenwich campus, Greenford campus and occasional travel to London Bridge Study Centre	Direct reports: Mental Health Advisors, Disability Advisors, Wellbeing Advisors (System and Care) across both campuses
Department: Student Support and Engagement	Departmental budget holder: No

Position purpose:

The College is continually improving its Wellbeing provision and introducing new services to better support our students. The Wellbeing Manager will lead the development and delivery of student wellbeing services at the College, particularly disability, mental health, and caring responsibilities, ensuring all students have access to high quality, progressive and appropriate support that meets their needs and the needs of the College.

The Wellbeing Manager will oversee the delivery of excellent and empathetic support to students via dedicated services (face to face and virtual) on each campus. The Wellbeing Manager will supervise a team of professional staff to deliver high quality, appropriate and effective services in line with sector best practice, regulations and law. This role supports the Head of Student Support and Engagement in developing and improving services by contributing to the, evaluation, review and strategic development of the services.

Position accountabilities:

Accountability	Key activities
Delivery	<ul style="list-style-type: none"> The post holder will manage the development and delivery of an integrated range of high-quality, evidence-based disability, mental health, and caring responsibility support services designed to enhance student resilience and provide support to staff in meeting student needs. They will co-ordinate the support for students across all support areas, working closely with support staff across the College including Student Hub advisors, personal tutors and lecturers and ensure close liaison with external agencies and services, building the required relationships to enable staff to work seamlessly in supporting students. They will contribute to the development and management of the College's response to critical student incidents where student wellbeing may be a contributory factor. The post holder will ensure all relevant policies and procedures are in place, up-to-date and in line with regulatory and legal requirements, sector best practice and College strategy. They will ensure policies are reviewed and approved through the relevant College committee structure as required. They will manage a team of professional staff including line management of staff, monitoring service standards, identifying good practice and keeping current with developments and research in the area so as to be able to lead the continuing professional development of self and staff.

Accountability	Key activities
People Management	<ul style="list-style-type: none"> • They will maintain a thorough, expert and current knowledge and understanding of a wide range of student-related wellbeing issues in order to provide an informed service to stakeholders. • Working in collaboration with colleagues across the College, the post holder will manage the promotion of the service to staff and students including the development and delivery of staff training and awareness raising activities on matters relating to the support of students' positive wellbeing and health. This includes identifying opportunities for project work and collaborations. • The post holder will plan, manage and develop activities at key points in the student lifecycle (eg admission, induction and assessment) to ensure all systems and processes are as efficient and appropriate and all staff are briefed appropriately. • They will offer advice to College staff on the support of students in distress, at risk or with mental health difficulties, with reference to College procedure and other internal/external sources and make recommendations which constitute reasonable adjustments. • They will ensure collection and collation of data and statistics on service usage, impact and student feedback for annual and regular reporting and evidence-based service development. Additionally, the post holder will monitor, evaluate, review and report on service effectiveness as required both for internal staff and external agencies. • The post holder will contribute to the development of services to students by active participation in departmental management meetings and leading on cross-departmental activity as required. • Recruit, manage, develop and retain staff; growing staff satisfaction, engagement and retention. • Actively manage performance requirements of team members to ensure key performance outcomes are achieved. • Ensure all team members are aware of GSM London's policies and procedures and fully comply with them. • Monitor and manage employee turnover and unplanned absences to agreed measures. • Monitor and manage resource and workflow, which includes leave approvals and workload allocation. • Provide leadership to all direct reports to ensure that all strategic objectives are met and quality standards continue to improve • To provide positive support to colleagues and team members with clear objectives and guidance for direct reports and colleagues within the wider College • Manage and ensure staff are student facing when needed, and student centric to enhance the student experience.

Accountability	Key activities
Health and Safety	<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	<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.

In addition to the above, any other tasks appropriate to the post and in line with department and college business needs.

Knowledge, skill and experience requirements:

Essential:

- Degree qualification
- Current and expert knowledge of policies and practice relating to student wellbeing and support in HE
- Specialist knowledge and expertise in one or more areas of activity covered by the service (disability, mental health, educational psychology, health and wellbeing)
- Experience of advising and working with students on support matters.
- Experience of policy/procedure development.
- Knowledge of the issues that students face in Higher Education particularly from non-traditional backgrounds encounter and a desire to meet the College strategies around social mobility and change
- Comprehensive knowledge of effective models of service delivery, legislative requirements and national codes of practice including Quality Assurance
- Experience of managing a team of professional staff who have oversight of complex student caseload
- Experience of working with adults with a range of disabilities, mental health difficulties and wellbeing issues including assessment, risk management and recommending support interventions.
- Ability to exercise good judgement in decision making using established procedures, especially in situations where students may be at risk or where adherence to legal, regulatory or confidentiality requirements may be at stake
- Ability to inspire and motivate staff to deliver an outstanding student experience
- The ability to work with tact and diplomacy with people at all levels in the organisation.
- Experience of managing staff and external service providers.
- An empathetic and friendly approach to students
- Highly motivated, flexible and proactive
- The ability to organise own workload to deadlines and work on own initiative.
- Understanding of working in an advice setting
- Understanding of confidentiality and data protection
- The ability to establish and implement new procedures.
- Analytical approach to work and meticulous attention to detail.
- Excellent planning, leadership and management skills including the ability to deliver on short and long term development objectives
- Excellent verbal, written and presentation skills including report writing and data synthesis and analysis.
- Operational knowledge of MS Office, student records systems and digital delivery of services/support
- Expertise in Microsoft Word, Excel, Access

Desirable:

- Postgraduate professional qualification with relevance and application to the student wellbeing/student services areas of activity
- Relevant professional membership
- Understanding of the College's mission to support social mobility and change
- Knowledge of how to manage and embed change in the context of continuous improvement
- Familiarity with Student Record Systems

Key behaviours:

- Interest in and empathy with our students
- Actively contribute to the future success of the College as a whole
- Act with integrity and take responsibility for own judgement, decisions and actions
- Strive to deliver excellent professional and customer service standards
- Respond positively and actively contribute to new developments and opportunities

- Facilitate and engage in effective, professional, open communication at all levels
- Supportive and willing to work collaboratively and in partnership with others
- Actively contribute to a culture of integrated cross-campus working
- Anticipate challenges and find effective solutions
- Influence, motivate and enable others to achieve results
- Demonstrate self-awareness, reflective practice and own commitment to professional development, and encourage this in others
- Time management
- Attention to detail
- Listening and communicating

Post holder will be required to travel between campuses on a regular basis as part of the role. Some evening and weekend working will be required.