THE POST

College /Service: Education and Student Support
Post: Education Support Advisor (Welfare)
Reference No: R60380
Grade: E
Reporting To: Welfare Operations Manager
Responsible For: Education Support Assistants (Welfare)
Location: Exeter

Job Description

Organisational context and reporting line:

In collaboration with the academic Colleges, the Education and Student Support (ESS) Directorate provides all of the key administration and education support activities that underpin the student experience from Freshers’ Week to Graduation. Service divisions within ESS include Library and Culture Services, Student Employability and Academic Success, and Student Services. This role sits within the Student Services area of responsibility comprising approximately 200 staff.

All teams within Student Services are asked to work collaboratively and innovatively as “one team” across wide-ranging but interdependent operational delivery remits for which excellent customer service relies on all areas of responsibility to work together and ensure an excellent staff and student experience. Student Services teams include Timetabling, Examinations, Student Records, the Student Information Desk (SID), Community Liaison, International Transition, Education Support (Hubs), Welfare and Wellbeing Services, and Graduation.

Team

This role is operationally based within the Education Support Team which provides the core and critical operational support for teaching administration and support for delivery of all University of Exeter taught programmes for Undergraduate and Postgraduate Taught students. The Education Support team is a large team of approximately 90 staff working across multiple “hub” locations and across three campuses and is responsible for supporting an excellent experience for staff and students for teaching support.

Formal line-management and professional service standards and specialised team support for this role sits with the University’s Wellbeing and Welfare team. This team comprises Wellbeing Services which includes Accessibility and clinically qualified mental health practitioners, and University-wide Welfare team for general student support in residences and in academic Colleges. On a day to day basis, the work of the Education Support Advisor (Welfare) will be managed by the Welfare Operations Manager who will have responsibility for oversight and management of all Welfare Advisors across hubs. However, the Education Support Advisor (Welfare) will be expected to maintain an essential communicative and casework relationship within the programme Education Support team to facilitate individual HWSS case management.

Main purpose of the role

This role will provide effective, professional guidance, advice and signposting to students on a range of issues, in particular issues relating to welfare, health, personal problems and support for study plans for
academic progression. This role does not directly itself provide specialist practitioner support or clinically qualified treatment.

Working as an embedded and fully collaborative member of the Education Support Team, the post holder will play a key role in providing effective, professional and sensitive support to students who are experiencing welfare difficulties that are impacting their ability to study. A key part of this work will be to manage the University’s Health Welfare and Support for Study (HWSS) process in relation to individual students, working with academic colleagues and in partnership with programme Education Support team staff for taught programmes to establish reasonable and effective methods of support for study or academic adjustments for students in situations of difficulty or with complex or unusual circumstances, and to signpost and recommend to both internal and external specialist service and treatment providers where necessary. This role is allocated to the University's Streatham and St. Luke's campuses but all role-holders in the context of Student Services are expected to have a flexible and adaptive aptitude and may be asked to provide critical support across all activities or locations in order to meet peak demand needs across the service when these occur.

**Main duties and accountabilities**

1. To act as the lead in the management and organisation of the HWSS process for individual student cases, from acting as point of first enquiry for a concern, through to the management and facilitation of the highest levels of the process. This includes discussing issues with students, conducting HWSS meetings with students and appropriate partner colleagues, establishing support for study plans with students, and follow up and monitoring of any improvements, or other outcomes for each case.
2. To act as the first point of contact for academic and professional services staff in relation to welfare expertise, arising situations and individual student circumstances.
3. To act as the first point of liaison and ensure proactive collaboration case management with the Welfare Caseworkers for difficult and complex student support cases where liaison with external agencies is required.
4. Work with colleagues in academic colleges and programme education support teams to develop, improve and manage processes that identify and support vulnerable students; e.g. attendance monitoring systems, mitigation or student induction programmes and workshops.
5. Liaise with relevant services (Wellbeing Services, Residence Life, Welfare Caseworkers, Accommodation Services etc.) to ensure that contact is maintained for students who are temporarily absent (interruption, suspension on safety grounds) as an outcome of the HWSS process and establish actions and steps to authorise or facilitate return of the student.
6. To develop and enhance support processes for HWSS and other general welfare areas and to share good practice and align application of processes across the Education Support Welfare team. To review policies and processes to ensure they meet the University's regulations and the requirements of the TQA and other statutory requirements in conjunction with Directors of Education and Senior Tutors.
7. Via the Education Support Assistant (Welfare), ensure that accurate records, meeting minutes, letters and documentation for both individual student cases and team standard practice are kept with appropriate confidentiality standards maintained.
8. To maintain web-based information for staff and students regarding HWSS and general welfare.
9. To work closely with the academic leads ensuring that practices and processes are fit for purpose and enhance the student experience.
10. Promotion of support services to university staff (personal tutors and other front line staff) to raise awareness of potentially vulnerable students and to encourage and support staff in referral techniques.
11. Maintain a thorough knowledge and understanding of policies, issues and legislation relating to support for vulnerable adults, including current provision and best practice at other higher education institutions.
12. Communicate effectively to a wide range of audiences, including through the delivery of workshops, presentations and training sessions on HWSS/Welfare/Wellbeing whilst also being expected to attend, contribute to and on occasion chair relevant forums, working groups and committees.
13. Provide a non-judgemental, effective and respected service to students, several of whom may be experiencing challenging situations and require particular care and support.
14. Provide line management to other team members as appropriate, including performance management, workload allocation and rota assignments, PDR leadership and team motivation and mentoring.
15. To provide support for appropriate College meetings, committees and working groups related to HWSS policy process or other general welfare support.

16. Commitment to both attend and contribute to mandatory specialist and bespoke training as required by the University in relation to potential student welfare situations and application of policy and process.

This job description summarises the main duties and accountabilities of the post and is not comprehensive. The postholder may be required to undertake other duties of similar level and responsibility.

**Person Specification**

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<th>Competency</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Attainments/Qualifications</td>
<td>• Educated to degree level or equivalent relevant experience</td>
<td>• Management Training</td>
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<td>• Relevant specialist qualification</td>
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<td>Knowledge &amp; Experience</td>
<td>• Experience of working in a higher education, or similar setting, with students or young people.</td>
<td>• Knowledge of Higher Education administrative systems and processes</td>
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<td>• Experience of coordinating direct support to individuals with health and wellbeing needs, including mental health difficulties, managing sensitive and complex cases effectively.</td>
<td>• Experience / knowledge of Crisis Management and Risk Assessment procedures</td>
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<td>• Experience of supporting non-traditional and/or under-represented students, (mature, local, BME students).</td>
<td>• Experience of multi-agency work, for example police liaison, social care.</td>
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<td>• Experience of supporting students who have been affected by bullying / harassment.</td>
<td>• Experience of carrying out risk assessments to ensure appropriate support is offered.</td>
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<td>• Experience of managing projects in a higher education environment, particularly in relation to the review, development and implementation of new or improved service policies, procedures or protocols</td>
<td>• Proven experience of partnership working within a voluntary, community or statutory health related environment</td>
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<td>• Experience of working collaboratively and proactively in a team and with multiple team members to deliver to multiple objectives and high service standards.</td>
<td>• Experience of web/VLE updating.</td>
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<td>• Proven ability to create and deliver effective training for groups and individuals</td>
<td>• Experience of managing a team, including performance appraisal, performance</td>
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<td>Skills and Understanding</td>
<td>Behavioural Characteristics</td>
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| - Understanding of both internal and external regulations, policies and process drivers relevant to this field, confidentiality practices and legal requirements under Data Protection  
- Excellent organisational and planning skills, with ability to manage own workload, set priorities and work to strict deadlines, while remaining calm under pressure.  
- Excellent oral and written communication skills, with an ability to communicate complex information clearly to a variety of audiences.  
- Excellent IT skills including proficiency in MS office (especially, Excel, Word and PowerPoint) and web based programmes.  
- Excellent attention to detail and ability to provide accurate information  
- Proven ability to think laterally and solve complex problems  
- Proven ability to interrogate complex data and produce evidence-based recommendations to inform strategy and planning.  
- Identifying areas for process improvement, making recommendations and successfully implementing change | - Resilient disposition with the ability to hold sensitive and difficult conversations with people in a distressed or acutely affected state.  
- Ability to present a professional image at all times  
- Ability to obtain cooperation by developing excellent working relationships with a wide range of people  
- Ability to contribute to a positive team working culture and motivate others especially in times of high demand and critical delivery  
- Adaptable to the demands of working in an area of rapid |
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<th>Circumstances</th>
<th>Willingness to work outside normal working hours when required by business need.</th>
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**Terms & Conditions**
Our Terms and Conditions of Employment can be viewed [here](#).

**Further Information**
Please see our [website](#) for further information on working at the University of Exeter.