

Post Title: Senior Wellbeing & Lifestyle Coordinator

Responsible to: Residence Life Manager

Responsible for: Wellbeing Coordinators and Student Staff

Grade: Guild Grade D

Organisation:

This role is part of the Residence Life department working collectively with colleagues delivering the Guild's support activity for students living in University and nominated accommodation. The department sits within the Community & Representation Directorate.

Job Purpose:

The Senior Wellbeing & Lifestyle Coordinator role is to supervise, develop and support staff to deliver the Wellbeing & Lifestyle area of the Residence Life Strategy. Acting as a role model for the required standard of values, behaviour and performance, we expect Senior Coordinators to help to create an inclusive and engaging environment for all.

The role is required:

- To supervise and develop welfare activity and support for students living in University residences.
- To ensure appropriate supervision, support and guidance to Wellbeing Coordinators and Student Staff and the smooth running of activity, services and events across a number of sites.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here.

Supporting a culture of ambitious targets and the evaluation and promoting a positive team spirit are also key. Senior Coordinators are expected to act as role models for the Guild's competency framework, which should be read in conjunction with this job description.

Key Role Responsibilities

1. To work with the Residence Life Manager to deliver the provision of student support in University and nominated accommodation. This includes developing effective policies, processes, procedures and systems for the department.
2. To coordinate a peer-led service, providing low-level advice and support to students in University accommodation, ensuring appropriate training and support is available to student staff and the service is accessible.
3. To work to develop and enhance relationships between students within halls, promoting positive behaviours, shared activities and interventions where required.
4. To develop a range of peer networks within accommodation, bringing together students for certain demographics through activities and events, to develop support networks for specific communities.
5. To develop and deliver a range of wellbeing focused activities, including roadshows, events and student opportunities, to increase the awareness and availability of support.
6. To supervise, support and develop staff, ensuring effective recruitment, induction and development in line with the Guild's policies and competency framework.
7. To ensure that all activity in the work area complies with relevant legislation, policy and service quality standards, including compliance with the referral system and any associated University/Guild policy.
8. To assist the Residence Life Manager with preparing the budget for the Wellbeing & Lifestyle area of the Residence Life Programme and to be responsible for reporting on it, maintaining accurate records of activity and expenditure, in accordance with the Financial Procedures Manual.
9. To ensure the implementation of the departmental plans and service agreements as agreed with the Residence Life Manager, and to regularly review, evaluate and report on their overall effectiveness in supporting students and customers.

10. To support the team with the proactive dissemination of welfare information to students on relevant issues.
11. To be aware, and to ensure the team are aware, of appropriate emergency/crisis procedures so they can be implemented effectively.
12. To ensure that students experiencing multiple or severe difficulties are supported through casework management, and referral to other appropriate agencies, including University support services.
13. To support the Residence Life Manager in developing effective policies, processes, procedures and systems for the department.
14. To ensure the collection of user data for all events, including satisfaction and evaluation, attendance and engagement, and utilise such data to inform future planning of activities.
15. To actively look for ways to work smarter and to identify improvements, such as efficiencies, service enhancements streams, through research and other evidence sources, and to recommend these to the Residence Life Manager for consideration.
16. To develop and maintain effective working relationships key internal and external stakeholders, including university site staff, to support students.
17. To affiliate to relevant bodies and establish a network of contacts and related service providers at local, regional and national levels, as necessary.

General Duties:

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. As People managers, Senior Coordinators should

be developing within level 2 (manager) of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) and within level 1 of the 'Motivational Leadership' competency, which is designed to support staff to achieve high performance.

4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the Residence Life Manager and the wider work of the department, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

Person Specification: Senior Wellbeing & Lifestyle Coordinator

You must be able to demonstrate in your application that you have;

QUALIFICATIONS	Essential	Desirable
Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent	✓	
Recognised management training or qualification		✓
Recognised qualification or evidence of CPD in welfare advice, counselling, advocacy, legislation etc		✓
EXPERIENCE	Essential	Desirable
Experience of working with students in a support role	✓	
Experience of developing and supporting administration systems.	✓	
Experience of successfully supervising a team to achieve service and quality standards or deliver objectives.	✓	
Experience of developing and maintaining relationships with internal and external stakeholders	✓	
Experience of working within policies and procedures	✓	

Experience of working with and monitoring a budget	✓	
Experience of managing or supervising staff and volunteers		✓
Experience of working effectively with others on cross-organisational projects and issues	✓	
Experience of empowering others to create positive change	✓	
SKILLS AND KNOWLEDGE	Essential	Desirable
Strong interpersonal skills	✓	
Ability to use standard office software including digital systems	✓	
Ability to gather information, research issues and compile reports/recommendations	✓	
Ability to present complex information clearly and concisely in writing or verbally, with excellent standards of written and spoken English	✓	
Ability to establish and ensure compliance with service boundaries, for example regarding referral to specialist agencies on or off campus.	✓	
Ability to administer a complex service across a geographical area	✓	
Able to run an effective meeting and manage any relevant follow-up activity	✓	
Ability to work using own initiative	✓	
Ability to work effectively within a democratic structure	✓	
Ability to effectively promote, deliver and evaluate a service	✓	
Ability to take a collaborative approach to solving problems	✓	
Ability to communicate effectively with students 1-2-1 and in groups	✓	
Ability to balance the needs of individuals and team/organisation	✓	
Ability to encourage excellence and a learning and support development culture	✓	
Ability to interpret policies and procedures	✓	
Knowledge and understanding of the current issues facing students in Higher Education		✓
PERSONAL QUALITIES	Essential	Desirable
Motivated by working in a student-led, democratic workplace	✓	
Inclusivity - celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment	✓	

Student & Customer Focus: Highly responsive to students' issues and concerns, and driven to improve service delivery	✓	
Teamwork: Open and approachable - able to engage students and colleagues at all levels	✓	
Results Focus: Flexible approach - able to modify plans to achieve the best outcome	✓	
Results Focus: Resilient – can maintain direction and support colleagues in difficult situations	✓	
Motivational Leadership: Inspires, coaches and supports people to achieve their best	✓	
Accountability: Attention to detail, follows-up on actions and opportunities to improve	✓	
Communication: Able to present a case confidently and persuasively	✓	