

Post Title	Wellbeing Coordinator
Responsible To	Residence Life Manager via the Senior Wellbeing & Lifestyle Coordinator
Responsible For	Student Staff
Grade	Guild Grade C

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 Wellbeing Coordinator role is to support delivery of the Residence Life Strategy. We expect the Wellbeing Coordinator to help create an inclusive and engaging environment for all.

The role is required:

- To take responsibility for the operation of student support in residential accommodation.
- To help recruit, train and supervise student staff in the department, working within service policy and procedures to monitor performance and act when appropriate

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 a positive team spirit are also key. Coordinators are expected to follow 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 and Senior Wellbeing & Lifestyle Coordinator to deliver the Wellbeing & Lifestyle area of the Residence Life Strategy.
2. To take responsibility for the operation of student support in residential accommodation, including taking part in the on-call rota and coordinating the student staff rota.
3. To help recruit, train and supervise student staff in the department, working within service policy and procedures to monitor performance and act when appropriate.
4. To promote the service to students through events and campaigns and to be involved in the proactive dissemination of relevant welfare information to students on relevant issues.
5. To be aware of appropriate emergency/crisis procedures and be able to implement these effectively.
6. To identify improvements and recommend these ideas to the Residence Life Manager for consideration.
7. To support students experiencing multiple or severe difficulties through casework, either in residences or in Guild Advice.
8. To participate as a member of the wider membership and Guild team and to encourage positive relationships with University wide contacts.
9. To maintain appropriate knowledge of the field and of current student needs and expectations.
10. Administer weekly wages process ensuring accurate payments are made and queries resolved.
11. To maintain statistical records of support provided to students as well as of student staff performance.
12. To assist with establishing a network of contacts at local, regional and national levels as necessary.

13. To take an active role in forming operational relationships with University Site Staff, ensuring good communication and co-operation.
14. To work within the service's quality standards. To ensure compliance with the referral system and Guild/University policies and practice and implement where relevant.
15. To develop and maintain effective relationships with relevant local and university stakeholders.
16. To identify improvements and recommend these to the Senior Wellbeing & Lifestyle Coordinator and the Residence Life Manager for consideration.

General Duties:

17. To undertake appropriate training and personal development as required for the role.
18. To adhere to all relevant Guild Policy with particular reference to HR, staffing, health & safety, data protection, environmental, and any relevant Guild Policy where it may impact upon your role.
19. 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. Grade C Coordinators should be developing within level 1 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) which is designed to support staff to achieve high performance.
20. 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.
21. To support the work of the Residence Life Team, where necessary, in the event of sickness, holiday or other exceptional circumstances.

22. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

Person Specification: Wellbeing Coordinator

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

QUALIFICATIONS	Essential	Desirable
Good general education, to A - Level or beyond, including Maths and English at least to GCSE or equivalent	✓	
KNOWLEDGE AND EXPERIENCE	Essential	Desirable
Twelve months experience of working with students in a support role.	✓	
An understanding of issues facing students in higher education today	✓	
SKILLS AND ABILITIES	Essential	Desirable
Ability to drive and visit off site locations.		✓
Ability to take responsibility for a complex service, (ideally covering a large Geographical area).	✓	
Good IT skills including proficiency in Microsoft Office including digital systems	✓	
Effective organisation and administration skills, to include report writing, recording and Co-ordination of staff Rota.	✓	
Ability to communicate effectively with students one-to-one and in groups.	✓	
Ability to recruit, train, motivate and develop others.	✓	
Ability to balance the needs of the individual with those of the community and of clients.	✓	
Information gathering skills, for example acquiring knowledge of relevant legislation and student issues.	✓	
Ability to establish and ensure compliance with service boundaries, for example regarding referral to specialist agencies on or off campus.	✓	
Creative thinking in terms of problem solving and service development.	✓	

PERSONAL QUALITIES	Essential	Desirable
Motivated by working in a student-led, democratic workplace	✓	
Student & Customer focus: Keeps student leadership and the needs of students and customers at the heart of activities	✓	
Accountability: Takes personal responsibility for the important role they play in the Guild's work and in wider society	✓	
Results Focus: Strives for the best results – gets things done on time and to a high standard	✓	
Inclusivity: Values diversity - works to create an inclusive and engaging environment across all our activities and services	✓	
Communication: Communicates clearly and appropriately to people across our students' union and outside	✓	
Teamwork: Builds good relationships and works effectively with a range of people to deliver our shared goals	✓	