



Job Title:	Student Welfare Officer (Full-time)
Location:	Futureworks, Manchester
Reporting to:	Head of Student Affairs
Pay:	£18,000 – £22,000 depending on experience
Start Date:	1st August 2019 or as soon as available

Company Info

Futureworks provides University education and training in Sound, Music, Film, Television, Games, Animation and Visual Effects – based in the centre of Manchester our premises boast state of the art studios and high-spec production facilities built to industry standards. Futureworks is the perfect environment for students to get to grips with the practical side of their chosen discipline, and develop the skills demanded by leading employers in the contemporary creative industries. Futureworks degree courses are delivered by experienced professionals, and our excellent links with industry employers mean students benefit from exciting guest lectures and fantastic opportunities to gain experience on real-world projects. Futureworks values and celebrates diversity and has adopted equality, diversity and inclusion as core values.

We welcome applications from suitably qualified candidates whatever their background, and especially from BAME candidates who are under-represented in our workforce.

Job Summary

The post holder will be the first point of contact for students and will work proactively and reactively, providing 1-1 pastoral support to students, advising staff and raising awareness of support needs and issues. The role will also include administrative duties relating to the Student Services department.

The post holder will also have responsibility for co-ordinating our counselling services and liaising with our external counsellors and student placement counsellors.

In addition to this, the post holder will be involved in student engagement activities, staff development, maintaining relevant support sections of the virtual learning environment and other online resources and fostering an inclusive and active student community.

The post holder should be organised, empathetic, have the ability to work independently and have the knowledge, skills and empathy to provide and develop excellent support services to our student community.

The role will require the post holder to have the skills and experience to engage and work constructively and sympathetically with students with on-going or emerging mental health conditions to help achieve positive outcomes for students.

The post holder will be required to liaise with students, programme leaders, partner universities and



other external parties to ensure the facilitation of required support alongside accurate and timely flow of information in line with academic regulations, policies and procedures.

Through participation in relevant departmental meetings, committees and academic boards the post holder will ensure that information and documentation is available to stakeholders as required, and that such information is available for audits, reviews and quality control procedures as needed.

Co-ordinating with other departments within the organisation and at partner universities, the post holder will support the development and continual enhancement of the student services department and maintain effective and reliable records of a range of student services and support activities.

Representative Work Activities

The post holder will be required to:

- Provide the main point of contact for the Student Services support and welfare services.
- Provide 1-1 pastoral support and guidance to individual students and recommending appropriate resources, both internal and external.
- Co-ordinate our counselling services and liaise with our external counsellors and student placement counsellors.
- Facilitate academic support for students, via liaison with teaching staff.
- Manage a flexible caseload of students.
- Provide guidance to students with learning difficulties, mental health issues and/or disabilities and health conditions.
- Provide support and guidance to staff regarding pastoral and/or academic support and deliver training to staff on pastoral support.
- Provide administrative support relating to the Student Services department and maintain accurate student records relevant to student support.
- Arrange and take part in enhancement activities and events.
- Provide support for the Student Partners and Representatives.
- Promote and raise awareness of support needs and issues and promote department services to students and staff.
- Provide administrative support relating to the support sections on the Virtual Learning Environment and Learning Resource Centre.
- Produce statistics which help to evaluate the impact of services, improve the department and contribute to quality processes.
- Ensure the clarity and accuracy of information about the learning opportunities available to current and potential students both electronically and at open days and other such events.
- Liaise with Futureworks staff and relevant departments at partner universities.
- Engage with third-party organisations to ensure the adequacy of the support provision.



Quality Indicators

The post holder will be expected to have:

- Knowledge of/ experience of working with students with mental health issues.
- Knowledge of/ experience of working with students with autism.
- Knowledge of/ experience of providing 1-1 pastoral support.
- Knowledge of available support for students in Higher Education or an interest in this area.
- Excellent time keeping and time management skills.
- Good interpersonal skills with the ability to communicate at all levels, especially on the telephone and in writing, ensuring effective reporting of a range of information, which may involve the occasional provision of advice and the interpretation of procedures.
- A high level of accuracy in data inputting and maintenance of student records.
- The ability to plan, organise and complete own work activities/tasks and work independently when required.
- The ability to work quickly, accurately and remain calm under pressure.
- The ability to provide accurate and relevant advice in response to specialist enquiries from students, colleagues and other stake holders.
- The ability to complete work on time and to standards agreed with Line Manager.
- The ability to produce and assess straightforward data and information and to identify problems which will be highlighted to others.
- Knowledge of, and adherence to, the organisation's Safeguarding, Health & Safety and Equal Opportunities policies.
- Knowledge of the legal implications of confidentiality.

Experience of working in an academic environment is highly desirable.

Although a qualification in mental health or counselling is not required, experience in talking to people with mental health issues in a professional capacity would be extremely beneficial.

Experience with working with people with autism would also be advantageous.

Please note that although the post holder will generally work Monday to Friday, 9am to 5pm, it will be necessary to take part in scheduled Student Services events which may occur during weekends and evenings.

Applications should be in the form of a CV and covering letter and addressed to the Head of Student Services quoting reference **SW100619**. Applications can be sent via email to work@futureworks.ac.uk or via post to:

Head of Student Affairs
 Futureworks, Riverside, New Bailey Street, Manchester, M3 5FS