

Job Title:	Welfare Officer
Location:	Futureworks, Manchester
Reporting to:	Head of Student Services
Working Hours:	Full-time, some evenings/weekends required
Start Date:	03 August 2026
Salary:	£27,037 to £32,445 depending on experience

About Futureworks

Futureworks provides industry-focused university education across Sound, Music, Film, Television, Games, Animation, and Visual Effects. Our creative community thrives on collaboration, professional practice, and opportunities for students to engage with leading industry professionals. We are committed to widening access to higher education and fostering a diverse and inclusive environment reflective of the creative industries we serve.

Role Overview

The Welfare Officer will be the first point of contact for students, offering proactive and responsive 1-1 pastoral support. Working closely with staff they will help identify emerging student support needs, promote wellbeing, and contribute to an inclusive and supportive student community. They will coordinate the counselling provision, liaising with external counsellors and placement counsellors, and support wider student engagement, staff development, and the maintenance of key student support resources on our virtual learning platforms.

Key Responsibilities

The post holder will be required to:

- Provide 1-1 pastoral support, welfare advice, and guidance, signposting students to internal and external services as needed.
- Coordinate counselling provision, maintaining communication with external and placement counsellors and ensuring smooth processes.
- Manage a flexible caseload, maintaining accurate, confidential records and responding appropriately to urgent wellbeing concerns.
- Provide guidance and support to students with learning difficulties, mental health conditions, disabilities, and other health related needs.
- Support reasonable adjustments and learning support plans by liaising with academic teams to ensure effective implementation.
- Fulfil Deputy Safeguarding Officer duties, recognising concerns, escalating appropriately, and working with relevant staff and agencies.
- Collaborate with teaching staff to support academic engagement and provide guidance to staff to strengthen their ability to support students.
- Produce and interpret data to support service evaluation and quality assurance.



- Maintain and update student support resources on the VLE and Learning Resource Centre and provide administrative support for the Student Services department.
- Contribute to student engagement and enhancement activities, supporting key institutional events including open days and graduation.
- Liaise with internal teams, partner universities, and external organisations to ensure coherent support pathways.

Essential Criteria

- Have completed Safeguarding and mental-health-related training and have confidence in recognising concerns and signposting support.
- Experience providing 1-1 pastoral or wellbeing support within an education or youth-focused setting.
- Knowledge of mental health and neurodivergent conditions, and confidence in providing informed, sensitive support.
- Highly organised and empathetic individual who can work accurately and calmly under pressure, managing sensitive and complex issues.
- Strong written and verbal communication.
- Excellent time-management skills, with ability to manage competing priorities
- Ability to work independently while contributing to team processes and multi-agency safeguarding procedures.
- Understanding of confidentiality, data protection, safeguarding, equality, and health & safety frameworks.

Desirable Criteria

- Knowledge of Student Finance and funding routes, including SLC processes, eligibility requirements, tuition and maintenance support, and additional support such as Disabled Students' Allowances, childcare grants, hardship funds, and bursaries, as well as other support available to students in Higher Education.

How to apply

Applications should be in the form of a CV and covering letter and addressed to the **Head of Student Services** quoting reference WO260326. Applications can be sent via email to work@futureworks.ac.uk or via post to:

Head of Student Services
Futureworks
Riverside
New Bailey Street
Salford M3 5FS

