



## JOB DESCRIPTION

<b>Role:</b>	Student Experience and Well-being Coordinator (Windsor)
<b>Grade/Salary:</b>	Grade I, £23,358 - £25,615 per annum ( <i>Please note that this salary is based on the post being term time and that it includes holiday pay</i> ).
<b>Status:</b>	Established
<b>Hours:</b>	37 hours per week, (Term Time + two weeks, 41 weeks per year)
<b>Department:</b>	Student Services
<b>Responsible to:</b>	Head of Safeguarding and Well-being
<b>Campus:</b>	Windsor

**N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated.**

### JOB PURPOSE:

- To have operational responsibility for the development and provision of high-quality student experience activity, including supporting the planning and delivery of a range of activities to support effective cross-college learner voice activity at Windsor College.
- To act as the deputy designated safeguarding lead for Windsor College, providing support to the safeguarding team and overseeing complex cases
- To contribute to the operational management of the student management procedures (behavior management).

### DUTIES AND RESPONSIBILITIES

- Act as Deputy Designated Safeguarding Lead for Windsor College, contributing to the weekly rota and liaising with the Head of Safeguarding and Wellbeing as required
- To support the college's safeguarding officers with any complex cases, and represent the college at external multiagency meetings when a student is at risk of harm.
- To provide front line wellbeing support for students, working with the personal tutors to help students remove barriers to their learning and provide early intervention when wellbeing issues arise
- To be part of a friendly and welcoming Student Services team, responding to, and triaging general enquiries as needed.
- Contribute to the smooth running of the Windsor campus, supporting key staff to deal with incidents, accidents and emergencies as they arise in accordance with College guidance and procedures, recording them centrally as agreed.
- Contribute to the development and provision of creative, high-quality student experience activity and special projects at Windsor College, to the benefit of all students. For example, offering activities or enrichment programmes that broaden learners' horizons and create a sense of

belonging to the College, supporting academic achievement, financial literacy and progression, taking account of the cultural diversity of the student body.

- Lead on the planning and delivery of a range of cross College events such as an annual fresher's fair, leavers' event; Christmas fair; topical events such as a mock general elections and debates and theme weeks, including equality and diversity issues. To support the Head of Safeguarding and Well Being, the Head of Learner Services & Libraries and the Head of Tutoring to deliver a high quality induction programme for all new full time students.
- Work with the Head of Tutoring and the Learner Services and Libraries Deputy Manager to organise and deliver high quality and inspiring cross college 'celebration' events for groups of students.
- Plan and deliver any special projects for students agreed on an annual basis which support their personal development, behaviour and welfare, such as student competitions on equality and diversity issues, e Safety or aspects of Fundamental British Values working with tutoring and learner services staff as required.
- Create and promote positive links with community and third sector providers and organisations, both local and national to the benefit of students including any local youth service provision e.g. Catch 22.
- Provide strong and effective coordination of learner voice (structures and processes related to student democracy) at Windsor College, including the provision of an active and well-supported student union and student governor. This also involves organising and delivering regular student parliaments, a student liaison committee and supporting any elected officers meeting on a regular basis at Windsor College.
- Co-ordinate a high quality student ambassador programme including recruiting and training any interested students.
- Work with the Head of Tutoring and the Learner Services and Libraries Deputy Manager and relevant careers staff to promote and develop a volunteering culture, including leading on any activity related to supporting the National Citizens Service (NCS).
- In conjunction with the Head of Safeguarding and Well Being and the Head of Learner Services and Libraries and other managers, support a programme of activities for students and staff to support effective delivery and understanding of Fundamental British Values, including measuring the impact of any work
- Help to oversee the student social spaces on campus, and promote a positive profile of these facilities.
- Support effective communication with learners at the Windsor, ensuring regular updating and renewal of displayed information or information distributed via Moodle or social media channels.
- Attend and assist in the co-ordination of a range of College activities such as open evenings, weekend road shows, to meet the operational needs of the institution, and participate in the organisation of effective student interviewing and enrolment arrangements.
- Support the collection of data and analysis of safeguarding, wellbeing and student participation in cross college student experience activities. This includes contributing to an annual report and SAR for senior managers as required.

## NOTE

The post is based at one of the current College campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College. Travel between the College's main campuses will form a requisite part of this post.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular
- The principles and procedures set out in the College's Safeguarding and Child Protection Policy.

January 2019

# PERSON SPECIFICATION

## Student Experience and Wellbeing Coordinator (Windsor)

	Essential	Desirable	Source of Evidence
<b>EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS</b>			
Level 2 or GCSE Grade C Qualification in English (or equivalent)	✓		AF
A professional qualification in a relevant discipline (Youth and Community Work, Education/ training, Advice and Guidance, Careers, Counselling or coaching) or proven and appropriate equivalent experience	✓		AF
A First Aid qualification		✓	AF
Safeguarding training at level 3 (Designated Lead level), carried out within last two years, OR willingness to undertake this training immediately AND robust, proven experience of handling complex and challenging safeguarding and Child Protection cases	✓		AF
<b>EXPERIENCE</b>			
Effective personal development work with young people at risk. Robust demonstrable experience in providing successful personal support, coaching or one-to-one action planning for young people aged 14-25.	✓		AF/IV
Proven team working and networking, including working with a range of colleagues across teams and effective liaison with external organisations including local authorities and emergency services.	✓		IV
Demonstrable experience of planning, promoting and organising events and activities for young people, including supporting young people to plan and deliver their own events and activities.	✓		AF/IV
Demonstrable experience of dealing with incidents and emergencies, overseeing areas used by young people and managing behaviour.	✓		IV
Proven experience of working with a range of young people of all ages, including those who have challenging behaviour, anxiety, mental health concerns, are looked after or have experienced abuse or trauma	✓		AF/IV
Proven experience of accurate data entry, administration and report writing.	✓		AF/IV
Proven experience of dealing with complex safeguarding/wellbeing referrals, working in a student-centric way, putting first the safety and wellbeing of students	✓		AF/IV
Proven experience of collecting and analysing feedback, making responses and making recommendations for service improvements	✓		AF/IV
<b>SKILLS/KNOWLEDGE/ABILITIES</b>			
Excellent proven organisation skills, including ability to prioritise casework effectively	✓		IV
Ability to work in a focused way in a fast-paced environment, reacting to urgent and unexpected occurrences, whilst also meeting conflicting deadlines for planned work			IV
Sound decision-making skills in relation to safeguarding or Child Protection referrals. Ability to identify abuse and risk of harm.	✓		AF/IV
A working knowledge of issues-based youth work and techniques. An understanding of how to engage and inspire young people to take part in college life, celebrate their achievements and learn new skills outside the curriculum.		✓	IV
Strong and effective communication, interpersonal and presentation skills, including the ability to communicate with a diverse student body (including those who are hard to reach) via a range of methods and platforms	✓		IV
Demonstrable administrative skills, including abilities in using databases and MS Office	✓		AF/IV
Demonstrable problem-solving skills, including the ability to review and improve processes and lead on projects to introduce new services	✓		AF/IV

Clear understanding of how to make student democratic structures successful, including Students' Union, and how to maximise the benefit to students	✓		IV
Ability and knowledge to oversee a learner voice programme in a Sixth Form College	✓		IV
Demonstrable skills in events planning and management.	✓		IV
Proven knowledge of, and ability to engage students in discussion around, equality and diversity, British Values and faith	✓		IV
Able to design and carry out feedback activities and measure/report on the impact of delivery	✓		IV

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation