

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title** | **Residential Life Welfare Officer** |
| **School /Service** | **Student Services** |
| **Grade** | **E** |
| **Location and Hybrid working status** | **Docklands** |
| **Reporting to** | **Residential Life and Summer Conferencing Manager** |
| **Line management for** | **N/A** |
| **Key working relationships: Internal** | **Students, Schools, Student Wellbeing Servi, Student Services, International Office, Student Conduct, Security** |
| **Key working relationships: External** | **External agencies** |
| **Contract type/ Hours** | **Maternity cover, Full time, 1 year FTC.** |

Build your career, follow your passion, be inspired by our environment of success

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF SERVICE/SCHOOL: Student Services**

We are Student Services and are responsible for nurturing wellness, supporting individual needs, helping students in crisis, improving retention, and enabling positive experiences through residential life and extra-curricular activities. Working in partnership across academic schools and professional services, our teams seek to provide a network of support throughout the student journey and aim to optimise student success.

The Student Services directorate is led by the Assistant Chief Operating Officer, Health Gain & Student Experience. Our department incorporates a number of professional and support teams including Student HUB, Student Conduct, Academic Tutoring, Residential Life, Student Disability and Dyslexia, Student Life, Student Money Advice and Rights Team, Student Engagement, Retention and Success and Student Wellbeing.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

Residential Life provides positive and vibrant on-campus accommodation for students, casual lettings and summer conference guests.

A customer focused team dealing with supporting residents from application to departure, providing a safe, well maintained and welcoming accommodation, while offering Residential Life events and welfare support to student residents. The team work to ensure a positive, healthy, and safe living/learning environment for students that stimulates social growth, academic success and the wellbeing of our students.

During the summer months, Residential Life coordinate a Summer Conferencing programme providing valuable services for guests.

**JOB PURPOSE**

To provide professional, accessible welfare support to the 1169 residents in UEL’s Halls of Residence, acting as the first responder for students who require pastoral care or support across a range of welfare issues. The role requires a talented, empathic individual who can assess challenging situations effectively and provide appropriate information, advice and guidance, referring to specialist where necessary.

The role also requires the development and delivery of a restorative and educational approach to instances and allegation of misconduct.

**KEY DUTIES AND RESPONSIBILITIES**

* Act as the first point of contact in Residential Life for serious incidences and welfare concerns by providing student welfare appointments and a drop-in facility to ensure timely access to assessment, support, guidance and signposting around welfare needs.
* Manage a complex student caseload ranging from culture shock, isolation and social anxiety, through to cases of sexual misconduct, victims or crime or substance misuse; holding one-to-one sessions with students designed to facilitate co-creation of solutions. To provide guidance on immediate options and the availability of support at other agencies/charities where appropriate (e.g. NIA, SARC, Women’s Aid, Police, Change Grow Live etc).
* Provide support to reporting parties and responding parties involved in student disciplinaries, allegations of misconduct or flat issues, and lead on restorative justice and educational approaches to resident misconduct and flat disputes.
* Design measurable health and wellbeing promotion campaigns/interventions/workshops for residential students designed to support student retention, progression and success. Provide guidance and training to Residential Life Scholars, enabling them to support and signpost residents who require pastoral care or additional support.
* Be part of the on-call rota and lead Residential Life’s response to supporting residents in the aftermath of serious incidents impacting students in the Halls of Residence. To include direct support for emotionally distressed students, mediating where tension exists between groups, and initiating necessary immediate actions.
* Work with relevant colleagues to create holistic care plans for students who are deemed a cause for concern, to agree interventions from other UEL services, e.g. SMART, Wellbeing or Disability, where necessary.
* Support and guide colleagues in applying policies, procedures and protocols relating to student concerns.
* To keep and collate accurate records on all students in accordance with the Data Protection Act, guidance from professional bodies and current policies and protocols.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Residential Life Welfare Officer at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| A relevant degree or equivalent experience |  |  | **A/C** |
| Relevant professional or postgraduate qualification |  |  | **A/C** |
| Welfare qualification |  |  | **A/C** |
| Restorative Justice qualification |  |  | **A/C** |
| SVLO |  |  | **A/C** |
| Experience/Knowledge |  |  |  |
| Experience of using IT systems to handle enquiries and maintain records (e.g. SITS, CRM, Room Service) |  |  | **A/I** |
| Experience of working in a multi-disciplinary team with both internal and external services |  |  | **A** |
| Experience of resolving conflict |  |  | **A/Test** |
| Experience of working in a student accommodation role or HE setting |  |  | **A** |
| Knowledge of Data Protection protocols in-line with GDPR |  |  | **A/I** |
| Other Competencies required |  |  |  |
| Able to manage time effectively, work methodically, and prioritise busy workloads, whilst maintaining excellent attention to detail |  |  | **A/I** |
| Possess excellent interpersonal skills, able to build professional relationships with students, staff and external stakeholders, acting with tact and discretion as necessary |  |  | **I** |
| Able to present information clearly and confidently to staff and students (I) |  |  | **I** |
| Able to communicate calmly and effectively under pressure and deal with conflict situations (e.g. student disciplinaries, complaints, sensitive wellbeing matters). |  |  | **A/I** |
| Ability to recognise your own boundaries and have the confidence to work with others for the benefit of the student (A/I) |  |  | **A/I** |
| Competent with IT systems, including proven ability to use Microsoft Office, and data entry skills |  |  | **A** |
| Committed to continued professional development and life-long learning. |  |  | **I** |
| Able to work in a team as well as use own initiative and work under pressure to meet deadlines |  |  | **A/I** |
| Clear desire to work in a customer-facing role that involves building relationships and helping people |  |  | **A/I** |
| Motivated to develop knowledge beyond the scope of this role, and happy to undertake tasks that are normally the responsibility of a colleague, for the good of the Residential Life team. |  |  | **A/I** |
| Willingness to work weekends, as the post holder will be required to work regular weekends throughout the year |  |  | **A/I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

**Disclosure and Barring Service (DBS):**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.