



# JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Student Welfare Advisor
Reports to:	Welfare Manager
Location:	London
Department:	Welfare

2. ABOUT THE ROLE	
What you'll be doing?	To provide advice, guidance and information on personal, predominantly welfare and disability related issues to students at each stage of the learner pathway. To provide advice, guidance and information to Faculty and Business Support teams on supporting students to overcome personal barriers to learning, working closely with partner Universities to provide a structured system of support adhering to the University and QAHE policies.
Key Responsibilities	<ul style="list-style-type: none"> <li>•</li> <li>• responsible for the delivery of provision of student welfare services, including one-to-one appointments, workshops and events, accommodation advice and support, funding/financial advice and student health advice (all advice to be within specified policies), learning support and disability support.</li> <li>• To be a member of the safeguarding team, assessing risks and delivering training to staff</li> <li>• Ensure the provision of professional services (externally where necessary) to ensure students have access to appropriate support. This may include counselling, learning and disability support for example, ensure students are effectively signposted to external agencies when appropriate.</li> <li>• assessing and making Safeguarding referrals and providing appropriate support and assistance</li> <li>• providing an emergency service for students in immediate distress.</li> <li>• Assisting with the monitoring of attendance and pastoral support of Tier 4 students.</li> <li>• Delivery of Welfare related induction information including regular workshops.</li> <li>• Assist and develop policies and procedures to ensure that the service follows legal and good practice guidance in all aspects of welfare support and advice, and ensure current policies are kept up-to-date.</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to ensuring the Welfare and Compliance department is well publicised to staff and students and that good levels of awareness are achieved.</li> <li>• Representing the department internally and externally as required by senior managers e.g. at committee meetings and conferences.</li> <li>• Developing good working relationship with the key liaison staff at the University, understanding University policies and ensuring they are appropriately adopted in the branch campus.</li> <li>• Liaising with Faculty in monitoring causes behind drop-out rates and informing and implementing strategies to promote retention and achievement.</li> <li>• developing a directory of external support agencies.</li> <li>• supporting with the delivery of Tier 4 compliance and any ad-hoc tasks required to meet the delivery of all business support services</li> </ul>
<p>KPIs &amp; SLAs</p>	<p>Responding to stakeholder enquires within 24 hours</p> <p>Ensuring advice is accurate and liaising with wider teams to maintain up to date knowledge of university policies</p> <p>Administration tasks are kept up to date and follow the necessary format</p> <p>Strong level of communication within the team and collaboration on project work</p> <p>Contribute to the update of policies and procedures within the team in order to improve the departments' level of Customer Service.</p>
<p>Key Working Relationships</p>	<p>Registry, Programme administration, Student Services, Finance, Recruitment, Admissions, Conversions, Partner University Welfare teams, Regional Prevent Co-ordinators and University Police Liaison Officers</p>

### 3. ABOUT YOU

<p>Skills &amp; Abilities</p>	<p>Excellent communication and networking skills that establish trust and credibility with students and staff at all levels</p> <ul style="list-style-type: none"> <li>• Well organised and methodical</li> <li>• Efficiency</li> <li>• High attention to detail</li> <li>• Exceptional problem-solving skills with the ability to work on own initiative</li> </ul>
<p>Your Experience</p>	<ul style="list-style-type: none"> <li>• Proven ability to be a credible source of guidance and support to academic and professional services</li> </ul>

	<p>colleagues on student issues that may evoke significant concern /involve risk and duty of care e.g. mental health crises, urgent incidents, fitness to study, sexual violence, domestic violence, forced marriage, safeguarding (E)</p> <ul style="list-style-type: none"> <li>• You will have a proven track record of developing and/or implementing inclusive policy and practice in an organisational context. (D)</li> </ul> <p>Experience in working in Higher Education (D)</p> <ul style="list-style-type: none"> <li>• Experience of developing and embedding good practice into service delivery (E)</li> </ul>
<p>Your Knowledge</p>	<ul style="list-style-type: none"> <li>• Knowledge of Child Protection, Adult at Risk and Prevent legislation. (E)</li> <li>• Knowledge of State Benefits (E)</li> <li>• Knowledge of housing legislation (E)</li> <li>• up to date knowledge and experience of inclusion, disability and diversity legislation and frameworks (D)</li> </ul>
<p>What you'll bring to QA</p>	<ul style="list-style-type: none"> <li>• Be able to work on own initiative or part of a team</li> <li>• Ability to remain calm under pressure</li> <li>• Ability to be flexible in working hours</li> <li>• Ability to prioritise</li> </ul>

4. ABOUT QA	
About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b></p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
We promise to be	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs - fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you - our learners and our customers - to earn your trust.</li> <li>○ We connect a solution to your problem - we have tonnes of different services to help you.</li> <li>○ We're the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>○ We embrace change - and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods - no matter how out there.</li> <li>○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) - with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"><li>○ Season ticket loan</li><li>○ Corporate gym membership</li><li>○ Cycle to work scheme</li></ul>
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