

Senior Welfare Officer

External Vacancy

Post Ref: 6017. Full Time, 37 hours per week. Permanent. £21,208.51 - £22,393.24 per annum.

Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.

Are you an experienced Student Support or Welfare specialist that would like the opportunity to lead a team in a multi-campus college? If you have experience of handling data and you can demonstrate strong analytical skills, this could be a fantastic move for you.

We are looking to appoint a Senior Welfare Officer to lead a team who work efficiently to deliver high quality, customer focused administration of all aspects of student financial support as part of our friendly and accessible Student Services hubs. You will support the Head of Student Registry and Data to create an environment where high standards of customer service are cultivated and celebrated. You will also be responsible for promoting the Hub as a one-stop shop for student support, referring onwards appropriately to specialist services.

You will ensure that relevant and timely information and advice is provided to prospective applicants and current students on areas such as fees, College Bursaries, Free College Meals, Travel Scheme, Child Care / Care to Learn, Advanced Learner Loans and HE funding whether in person, by telephone or electronically.

Excellent communication skills coupled with a data focussed skillset are key, as is the ability to work to tight deadlines under pressure. You will have excellent administrative and customer service skills, be a confident user of IT and use this to efficiently deliver services and access information.

You will be systems/process driven, used to inputting and extracting computer data and be able to demonstrate:

- Accurate data input skills and a keen eye for detail
- Experience of interpreting complex rules and procedures, to support problem solving
- Proficiency in the use of MS Office and in particular Word and Excel
- A methodical approach, plus ability to plan, prioritise and manage your own workload
- Good communication skills – both oral and written

Ideally, you will also have a recognised qualification in Advice and Guidance or equivalent.

You will need to work flexibly and will support the wider Student Registry & Data teams during peak times such as enrolment and examination periods.

Sunderland College has an exciting future and we are looking for someone who wants to be part of our transformation. Our campuses are based across Sunderland and Hartlepool and we are the largest multi campus College in the North East. Annually the College delivers education and training to 13,500 students ranging in age from 14-16, 16-18, 19 years and



North East
Better Health
at Work Award
Continuing Excellence



putting the
Customer First®



above. Delivery spans all education routes including GCSEs and A Levels, professional and technical education, apprenticeships, higher education and commercial activity.

In the last few years the College has been inspected and achieved 'good' with strong features, we recently won a national Beacon Award for our approaches to Employer Engagement, a reflection of the value we place on collaboration and partnerships. We have also achieved TEF Silver for our Higher education teaching and learning. We are Matrix Accredited for our IAG Services and work closely with the NE LEP to embed the Gatsby Good Career Benchmarks across the region as lead college in the North East Ambition: Careers Hub. The College has also recently achieved Continuing Excellence for the Better Health at Work Award.

Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.

Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit www.sunderlandcollege.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack.

All applications must be received by 12:00 noon Friday 27 July 2018

It is anticipated that interviews will take place during the week commencing 13 August 2018

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

Job Description

This is a description of the job as it is at present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserves the right to make changes to your job description commensurate with your grade/level in the organisation after consultation with you.

Post Title	Senior Welfare Officer
Post Reference:	6017
Reports to	Head of Student Registry & Data
Department	Student Registry & Data
Grade	018-020
Contract	Business Support
Location	All College Campuses

ROLE PURPOSE

The post involves the supervision and delivery of high quality, customer focused administration of all aspects of student financial support including College Bursaries, Free College Meals, Travel Scheme, Child Care / Care to Learn, Advanced Learner Loans and HE funding.

The post holder is responsible for the planning, direction and co-ordination the work of the Welfare Co-ordinators to ensure the safe, smooth and efficient operation of all aspects of student finance, welfare, management of student related records and allocation of funds in line with funding rules/guidelines.

The post holder will be responsible for monitoring budgets and completing audit returns for funding bodies.

The post holder will also be responsible for undertaking all operational tasks to ensure student finance is administered in a timely and effective manner, as appropriate.

The post holder is responsible for team training and induction of new staff and will be required to contribute to the development of new processes and systems that enhance the student experience.

This post line manages the following posts within Student Registry & Data:

- Welfare Co-ordinators

The Senior Welfare Officer is expected to be supportive to their team, act with integrity at all times and lead by example with particular reference to promoting excellence in customer service, communication with stakeholders, equality & diversity and confidentiality.

KEY ACCOUNTABILITIES

Leadership and Management

- Lead a team that delivers a responsive, high quality support service to both internal and external clients to meet agreed service standards.
- Lead a team to contribute to the development of student finance and welfare processes, systems and procedures, in order to ensure that a high quality administrative support service is provided to students and staff.
- Demonstrate day-to-day commitment to the College's core values and mission, leading by example. Encourage the commitment of staff and implementation of the College's policies, practices and procedures, including those relating Data Protection, Safeguarding and Health and Safety.
- Plan, coordinate and support the work of the Welfare Co-ordinators ensuring that staff resources are deployed fairly, effectively and the tasks are carried out safely, efficiently and in line with guidelines.
- Ensure adequate cover is provided in student services at all times - including scheduled and unscheduled staff absences.
- Carry out data management activities in accordance with the College's administrative processes and audit requirements to preserve the integrity, validity and accuracy of the student and staff record.

Student Journey

- To work as part of the wider Student Registry and Data Team to provide support across the service as appropriate
- The supervision of a team administering a range of hardship funds for students
- To ensure the effective and timely administration of all aspects of financial support packages available to students including Bursaries, Free College Meals, Travel Scheme, Child Care / Care to Learn, Advanced Learner Loans and HE funding.
- To be the named account contact for Go North East Travel Scheme
- To ensure the effective and timely assistance and response to enquirers on all financial support issues including Remission of Fees, Child Benefit, State Benefits and Studying, Student Certification Letters, Inland Revenue / DWP queries
- To ensure that the service is delivered in a sensitive way which is highly focussed on the students' needs
- To be involved in advice surgeries which support students in applying to any support funds
- To ensure information is readily available to students on any matters relating to student finance
- To undertake all operational tasks associated with all aspects of financial support available to students
- To undertake and oversee the assessment (including means testing) of applications
- Maintenance of any associated student records
- To collate reports and ensure all information needed for committees, meetings and end of year reports is produced, accurately, to a high standard and on time

- To ensure all documentation and systems are in compliance with audit/inspection procedures
- To liaise with curriculum staff across college re student finance issues
- To monitor service provision, identify and implement improvements, as appropriate
- To control all aspects of financial procedures associated with student hardship funds including both commitment of funds and spend.
- To work closely and effectively with the Finance department on all aspects of financial procedures and record keeping
- To provide student facing services to the highest standards of customer service and support all aspects of enrolment services as necessary
- To attend external and internal meetings, as well as fully contributing to team meetings

GENERAL RESPONSIBILITIES

- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post
- Comply with College Policies and Procedures and the Staff Code of Conduct which can be accessed via Alfresco.
- To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.
- To invigilate during examinations if and when requested.



Person Specification

Post: Senior Welfare Officer **Post Reference:** 6017

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
Qualifications							
NVQ level 3 in Customer Care/Guidance or willingness to achieve in 12 months (or equivalent)	✓			✓	✓		
CLAIT or equivalent	✓			✓	✓		
Team Leader qualification (or willingness to achieve in 12 months)	✓			✓	✓		
Good standard of education to level 2	✓			✓	✓		
GCSE English and Maths Grade C or above (or equivalent)	✓			✓	✓		
Experience							
Experience of working in a busy customer focussed environment	✓				✓	✓	✓
Experience of data entry	✓				✓	✓	✓
Experience of working with a wide range of client groups	✓				✓	✓	✓
Experience of handling money	✓				✓	✓	✓
Experience of processing application forms	✓				✓	✓	✓
Experience of working in a financial environment and managing spreadsheets and databases to a high level	✓				✓	✓	✓
Experience in a post 16 college / university setting		✓			✓	✓	✓
Skills and Understanding							
Able to motivate and lead a busy team	✓				✓	✓	✓
Always considers the impact of decisions on the student	✓				✓	✓	✓
Challenges existing approaches and looks for ways to improve	✓				✓	✓	✓

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
Uses resources effectively and looks for ways to improve efficiency and effectiveness	✓				✓	✓	✓
Excellent written/verbal communication skills	✓				✓	✓	✓
Must be able to recognise discrimination and be able to demonstrate an awareness of equal opportunities	✓				✓	✓	✓
Must be able to deal with student concerns sensitively and patiently	✓				✓	✓	✓
Ability to manipulate data and electronic record systems	✓				✓	✓	✓
Excellent administrative skills	✓				✓	✓	✓
Excellent standard of numeracy	✓				✓	✓	✓
Must be able to work as part of a team but also able to use own initiative	✓				✓	✓	✓
Must be able to remain calm under pressure	✓				✓	✓	✓
High standard of customer care	✓				✓	✓	✓
Excellent communication and interpersonal skills	✓				✓	✓	✓
Excellent IT skills including spreadsheets and database skills	✓				✓	✓	✓
Personal Attributes							
Suitable to work with children and young people	✓			✓ Criminal records check via DBS	✓	✓	✓
Pays attention to detail and has a methodical approach	✓				✓	✓	✓
The ability to communicate at all levels	✓				✓	✓	✓
To have flexibility and willing to try out new ideas	✓				✓	✓	✓
Professional and efficient	✓				✓	✓	✓
Welcoming and supportive	✓				✓	✓	✓
Flexible approach and calm under pressure	✓				✓	✓	✓
To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or	✓				✓	✓	✓

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
vulnerable adults.							
To uphold British Values, the college values and responsibilities with regard to equality and diversity.	✓				✓	✓	✓
To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.	✓				✓	✓	✓
Other							
Ability to work occasional Saturdays and evenings where reasonably required	✓				✓		
Ability to drive and access to a vehicle	✓				✓		
Ability and willingness to travel between sites as required.	✓				✓		