###

### JOB DESCRIPTION

**Title:** Activities and Welfare Officer

**Department:**  Residential Services, Walford College

### Responsible to: Accommodation and Welfare Manager

**Salary:** **£12.52** per hour for active waking hours evening duty

Minimum wage **£10.42** per hour for ‘on call’ sleeping in duty

**Hours:** Rota dependant – Term Time Only and up to

2 evening per week (5.00pm – 11.30pm) plus

 1 Sleeping in ‘on call’ duty per week (11.30pm – 8.30am)

 You are also required to work on the residential student arrival weekend and approx 3 extra evenings throughout the academic year. Full training and access to additional CPD is available with this role.

**Job Purpose**: To support the Accommodation and Welfare Manager in providing an effective system of pastoral care and welfare for all residents. To play a key role in the Safeguarding of all resident students. To carry out duty manager responsibilities as required. Assist with the management of behaviour and the disciplinary process. To assist in developing and delivering a varied social and educational enrichment activity programme for students in residence.

**Main Responsibilities of the Post**

1. To support the Accommodation and Welfare Manager in developing and delivering a varied range of events and activities for the enrichment, educational and social development of residential students.
2. Carry out duty manager responsibilities.
3. Provide pastoral care and advice to students and make appropriate referrals.
4. Maintain the security of the campus and safety of all residents.
5. Maintaining discipline and appropriate behaviour of all residents.
6. Responsible for the welfare and safeguarding of residents.
7. ‘On Call’ duties’ to deal with ‘out of hours’ incidents and emergencies.
8. To work within and promote the college’s policies and procedures framework at all times e.g. Safeguarding, Health and Safety, Equality and Diversity etc.

**Main Duties of the Post**

1. Contribute to maximising the development of young people to foster a positive sense of identity and to prevent any impediments to their personal development.
2. To remain on campus for the duration of your evening shifts. To act as duty manager and ensure at least one member of the team is easily available / contactable by residents in the Halls of Residence at all times from 5pm until 11.30pm Sun – Thurs, unless safeguarding concerns dictate the need to remain later. (This means staggering breaks and planning activities/station pickups where minibus use is required where one member of the team will be off campus with residents)
3. Provide advice to students in need of guidance if within capability or make appropriate referral.
4. Liaise and work with key staff, on identified occasions, ensure the health, safety and welfare and to maintain a secure, safe and disciplined environment for all students.
5. Responsible for dealing appropriately with emergencies and incidents. This may involve transporting students to hospital or to gain medical attention.
6. Access student records and up-date as necessary. Record any incidents or disciplinary warnings issued
7. Assist with holding regular halls of residence meetings and recording views and feedback from residents.
8. Hold and record termly one to one meetings and set development targets with your designated cohort of students.
9. Administer regular questionnaires to assess learner feedback on the halls of residence experience.
10. Contribute to staff team meetings.
11. Attend 1:1 supervision meetings termly (or more frequently if requested) with the Accommodation and Welfare Manager.
12. Identify through checks of the premises any maintenance, safety or security issues.
13. Report any maintenance, safety and security issues to the Accommodation and Welfare Manager following the protocols and procedures laid down.
14. Rectify safety or security issues where possible within the scope of the post holder, e.g. removing / cordoning off hazards, alarming buildings, locking rooms.
15. Be fully conversant with, and able to operate emergency and evacuation systems (e.g. College fire boards), and procedures to ensure and maintain the health, safety and wellbeing of staff and students.
16. Be conversant with, and ensure compliance with relevant college policies, e.g. substance misuse and discipline, Health & Safety; record incidents; keep succinct records and report issues to the Accommodation and Welfare Manager for resolution, and ensure follow-up, where appropriate
17. When on duty, be on campus at specified times as per the rota, check the halls of residences are secure
18. Lock and unlock relevant areas, at the end of shift ensure the refectory and social centre are secure and the alarm set.
19. Contact parents of students to get feedback about the residential service.
20. Supervise students using the social centre kitchen and ensure health, safety and hygiene standards are maintained.
21. Work with the Accommodation and Welfare Manager to provide a safe, secure, disciplined, enjoyable and stimulating environment for all residential students.
22. Transport residential students using College transport to offsite social activities.
23. Maximise the opportunities to develop and use the facilities for residents through the organisation and coordination of a range of events and activities. The frequency and duration of which should be sufficient to meet the students’ needs.
24. Share responsibility for initiating and undertaking projects and activities to develop and enrich the student experience. Involve the students in such initiatives ensure real participation and develop feelings of ownership.
25. Ensure that the students adhere to the conditions of the Contractual Licence Agreement, Condition of Accommodation Occupancy and Residential Rules.
26. Undertake any other duties commensurate with the post as required by the Accommodation and Welfare Manager.
27. Act at all times in an inclusive manner that encourages equality of opportunity for all students, staff and visitors to the College and also to adhere to responsibilities as required ensuring a safe and healthy environment in which to work and study. Further details on both these issues can be found in the College Equality and Diversity Policy and Health and Safety Policy, which are available on the College intranet.
28. Attend regular team meetings to suit business needs.

Herefordshire, Ludlow and North Shropshire College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

### SPECIAL FACTORS

Subject to the duration of the need, the special conditions given below apply:

The post holder will be required to attend from time to time, training courses, conferences and seminars or other meetings as required by his/her own training needs and the needs of the service

The postholder is expected to act at all times in an inclusive manner that encourages equality of opportunity for all Students, Staff and Visitors to the College and also to adhere to their responsibilities as required to ensure a safe and healthy environment in which to work and study. Further details on both these issues can be found in the College Equal Opportunities Policy and Health and Safety Policy which are available on the College Intranet.

An Enhanced Disclosure check with the Disclosure and Barring Service will be a requirement of employment and positions are exempt from the Rehabilitation of Offenders Act 1974. Please note that a record of a conviction may not automatically prevent a candidate from receiving an unconditional offer of employment.

Conditions of Service

The College standard Terms and Conditions of Employment apply.

The job description is current at January 2023; it sets out the duties and responsibilities of the post at this time. Such duties and responsibilities may vary from time to time to reflect actual, contemplated or proposed changes in or to the job without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves, justify a reconsideration of the grading of this post.

Name …………………………………………………… Date …………………………..

(post holder)

Name …………………………………………………… Date ……………………………

(Line Manager)

**Person Specification Safeguarding and Activities Officer**

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications and Experience | Excellent ICT Skills and a good standard of Maths and EnglishRelevant Experience in a related roleFull and clean UK drivers licence  | Degree or Level 3 QualificationMini Bus Licence or willingness to be trainedFirst Aid Training or willingness to be trainedExperience of Safeguarding |
| **Attitude** | Willingness to contribute ideas and help in the development of the college. | Experience of working in a customer focused environment |
| Skills / Knowledge | Good communication skills with the ability to relate to young people and adults in a positive wayProfessional telephone manner combined with a high level of spoken and written EnglishUnderstanding of professional boundaries when working with young peopleAbility to work to deadlines with attention to detailAbility to multi-task and work well under pressureAbility to work as an individual and as a team member with a positive team member approach. and the ability to negotiate and compromise whilst taking into account the views of others, Ability to set and monitor targets, progression and development of participants.Able to lead and supervise other team members as necessaryAwareness of issues affecting young people | Knowledge of FE College policies and practices within residential settingsKnowledge of Safeguarding and referral agenciesSkills or knowledge which can be utilised in the activity programme, e.g. music, arts, ‘life skills’ |
| **Personal Attributes** | Excellent time keeping and time management.Deal with and maintain confidentialityBe innovative and possess the ability to take the initiativeWork flexibly, be self-motivated and methodical and prioritise workloadensuring a high standard of accuracy and willing to take on new or different tasksAn understanding of, and commitment to equal opportunity and inclusivity and the ability to apply this to your work and day to day situationsWillingness to attend relevant training eventsReliable, trustworthy, Tolerant and patient.Committed to young peopleGood attendance record |  |