



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Senior Wellbeing Manager (Support &amp; Guidance)</b>
<b>Department / Unit:</b>	Student Advisory & Wellbeing, Student & Academic Services
<b>Job type</b>	Professional Services
<b>Grade:</b>	8
<b>Accountable to:</b>	Head of Student Advisory & Wellbeing
<b>Accountable for:</b>	Student wellbeing support & guidance; community complaints, support and wellbeing.
<b>Purpose of the Post</b>	
<p>To take the management lead for the team of Wellbeing Advisers (including harassment adviser and community adviser) and their provision of support to students across the university. The role holder will be expected to take responsibility for the delivery of implementation plans and targets set with the Department and Directorate annual plan relating to the areas of wellbeing support and guidance. They will be expected to work closely with the wider department team, the Student &amp; Academic Services directorate and other colleagues to contribute towards a transformative and supportive university environment experience; one that encourages integration and fosters opportunities and access for all.</p> <p>The role holder reports to the Head of Department and is a member of the department senior team and will play a key role in the support of managing students in crisis or those experiencing challenging circumstances.</p>	
<b>Key Tasks</b>	
<p><b>Strategic Development &amp; Implementation</b></p> <ol style="list-style-type: none"> <li>1. To support the department in the development and implementation of strategies that ensure the delivery of sector-leading student wellbeing services.</li> <li>2. To support the department on the development of strategies, processes and activities relating to case management and supporting students at risk or in crisis.</li> <li>3. To act as the department's lead on the development of strategies, processes, activities and campaigns to minimise common and emerging risks to our student community from a diverse range of sources including crime, substance abuse, harassment, domestic abuse etc.</li> <li>4. To ensure appropriate and proper processes for all aspects of service are drafted and reviewed on an annual basis.</li> </ol> <p><b>People &amp; Resource Management</b></p> <ol style="list-style-type: none"> <li>5. Manage those responsible for delivering wellbeing and community support and guidance and effectively contribute to the overall leadership and management of linked services, the wider</li> </ol>	

department and the continued development of positive management and staff culture which values student and staff satisfaction and wellbeing.

6. Manage the above teams in developing staffing and other structures are to ensure the effective delivery and development of high quality services to students in keeping with our vision and values and to support the College in meeting its objectives.
7. Manage the teams and budgets in driving continuous improvement across the services that they are responsible for, maximising the quality of provision to students and the value for money to the institution.

#### **Student Case Management**

8. To support and develop the College's framework for case management and review of vulnerable or at-risk students.
9. To arrange appropriate support for reports of wellbeing concern, including harassment and misconduct, from a variety of sources with an emphasis on prompt and proportionate response.
10. To intervene directly in situations involving students (particularly where there are severe risks to wellbeing or health) and advise on an appropriate and beneficial response.
11. To support the Head of Department in ensuring that appropriate action is taken in emergency or crisis situations such as student death, illness, epidemic or any other serious incident affecting individual students or a group.
12. To act as one of a delegated conduct officers for nominated case related to student conduct in the local community including leading misconduct hearings to determining appropriate actions and sanctions in line with the Student Conduct Regulations.

#### **Student Relationship Development**

13. Develop strong and effective partnership with the Students' Union staff and officers for the benefit of the student body and to work closely with maintaining a strong relationship with the SU Advice Centre team including maintaining a understanding of student voices.
14. Lead the development of mechanisms within their portfolio that continuously monitor and respond to student feedback. To review and prepare service standards and contracts, as required, to ensure delivery meets the requirements of its customers.
15. Ensure the needs of a diverse student community are met and considered in all operational practices, policies and procedures.

#### **Compliance**

16. Support the Head of Department in ensuring that the College is fulfilling its obligations under the Prevent duty and to support the development of relevant strategies, and implementation of these plans.

#### **Miscellaneous**

17. Be an active and productive member of committees and working groups as requested, preparing and presenting reports and papers as required.
18. Make a range of decisions which involve balancing student requirements, availability of space, service provision, investment strategy, recruitment offer, value for money etc., assessing circumstances and requirements and adjusting plans appropriate.
19. Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with their grade.

20. Support and participate in the College's arrangements for providing out of hours advice to critical student incident response and participate in major incident response as required.

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by their manager. The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Students
- Professional Services colleagues within own Department and Directorate.
- Colleagues within Academic Schools / Departments
- Students' Union
- External networks/professional bodies where required

*Review date: April 2021*