

## JOB DESCRIPTION

<b>Title:</b>	Student Community Welfare Manager
<b>Responsible to:</b>	Director of Support and Development
<b>Responsible for:</b>	3 x Student Support Advisors, Community Warden Scheme coordinator and student staff
<b>Summary of post:</b>	<p>The position of the Student Community Welfare Manager will be to lead a team of core and student staff to enable the Guild to deliver a broad range of welfare services to students living in university accommodation and the local community. The post holder will be responsible for the effective delivery and management of the Student Mentor and Community Warden Schemes.</p> <p>The post holder will develop and maintain strong relationships with a broad range of internal and external stakeholders and ensure that staff are prepared for their engagement with stakeholders.</p>

### Responsibilities:

1. To manage and develop the staff from the Student Mentor and Community Warden Schemes ensuring effective recruitment, induction and ongoing development within the organisation.
2. To prepare and manage the budgets for the department in accordance with the Guild's financial procedures manual.
3. To develop and maintain effective working relationships with the University of Birmingham colleagues in addition to other internal and external stakeholders.
4. To develop significant expertise in the areas of: Housing, Student Finance, Academia and General Wellbeing in order to develop services, provide information, insight and analysis to Officers, elected representatives and colleagues.
5. To attend Community meetings as appropriate in relation to the work of the Student Mentor and Community Warden Schemes.
6. To ensure that Student Mentor and Community Warden Scheme teams summarise meeting papers, research topics and prepare briefings to support representatives at University and other community meetings as appropriate.
7. To implement health and safety policies and procedures for the Department and its services.

8. To provide routine reports on the financial and operational performance of the Student Mentor and Community Warden Schemes.
9. To participate on the on-call rota and to ensure its effective management and operation throughout the time specified in the Service Level Agreement with the University of Birmingham.
10. To co-ordinate the timely and effective delivery of Student Mentor and Community Warden Schemes.
11. To implement and monitor relevant policies and procedures for the department and the service users including service level agreements.
12. To develop and implement plans and initiatives for the Schemes that will lead to future improvements, including new and enhanced income streams.
13. To affiliate to relevant bodies and establish a network of contacts at local, regional and national levels as necessary.
14. To utilize existing debriefing structures with elected Officers after relevant meetings, assisting to create action plans and to disseminate information across the organisation.
15. To identify improvements from valid market research and other evidence sources and recommend these through the line management structure.
16. To undertake appropriate training including accredited training and personal development as required for the role
17. To identify improvements and recommend these to the Director of Support and Development for consideration
18. To adhere to all Guild policy with particular reference to staffing, health & safety, environmental and any relevant Guild Policy where it may impact upon your role
19. To participate as a member of the wider Guild team
20. To support the work of the Department and Guild, where necessary, in the event of sickness, holiday or other exceptional circumstances
21. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post



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## Person Specification: Student Community Welfare Manager

	You must be able to demonstrate in your application that you have;	Essential	Desirable
	<b>QUALIFICATIONS</b>		
1	Educated to degree level	✓	
2	Related educational or professional qualification		✓
	<b>KNOWLEDGE AND EXPERIENCE</b>		
3	At least 12 months experience of successfully managing a staff team	✓	
4	Demonstrable experience of developing and maintaining relationships with internal and external stakeholders	✓	
5	At least 12 months experience of developing and managing complex budgets	✓	
6	Demonstrable experience of successfully managing welfare, volunteering or employability based service.	✓	
7	An understanding of the current issues facing students		✓
8	Sound knowledge and understanding of key policy areas relating to community and welfare work.	✓	
	<b>SKILLS AND ABILITIES</b>		
9	Ability to effectively promote a service	✓	
10	Ability to present information clearly and concisely in writing or verbally, with excellent written and spoken English	✓	
11	Information gathering and/or research skills, for example acquiring knowledge	✓	
12	Ability to work using own initiative	✓	
13	Computer literacy - standard office software including spread sheets and keyboard skills. (Use of web based systems would be advantageous)	✓	
14	Ability to communicate effectively with students one-to-one and in groups	✓	
15	Ability to balance the needs of individuals and team/organisation	✓	
16	Ability to contribute to organisation-wide initiatives		
17	Ability to encourage excellence and a learning and development culture	✓	
18	Ability to take a constructive and co-operative approach to solving problems	✓	
	<b>PERSONAL QUALITIES</b>		
19	Proactive and welcoming of change	✓	
20	Understanding of and a commitment to Equality of Opportunity	✓	
21	Team focussed approach	✓	
22	Self-motivated	✓	
23	Flexible	✓	
24	Committed to continuously improving service delivery	✓	
25	Customer focus	✓	
26	Results focused	✓	
27	Persistent & able to persuade others to meet your deadlines	✓	
28	Attention to detail	✓	