

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:		Job Title:	Student Wellbeing Officer
Reports to:	Student Support and Wellbeing Manager	Location:	London
Department:	Higher Education	Job Family:	Team Leader and Specialist

SECTION 2

DEPARTMENT STRUCTURE

To be confirmed

SECTION 3

OVERALL JOB PURPOSE

The Student Wellbeing Officer will oversee and manage the holistic wellbeing and support services for students at LIBF, encompassing both non-academic and pastoral matters. This role aims to create a supportive environment for students, enhancing their overall experience and promoting their wellbeing throughout their academic journey.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

- Act as the primary point of contact for students and staff seeking assistance with non-academic and pastoral queries, providing timely and professional responses.
- Develop and implement strategies to support the mental health and wellbeing of individuals within the organisation/community.
- Conduct assessments and evaluations to identify areas of improvement and develop action plans accordingly.
- Provide guidance and support to individuals experiencing mental health challenges or stressors.
- Organise workshops, seminars, and training sessions on topics related to mental health, stress management, and overall wellbeing.
- Maintain up-to-date knowledge of relevant resources and support services available within the community.
- Monitor and evaluate the effectiveness of wellbeing initiatives through data collection and analysis.
- Maintain clear and effective communication channels with students regarding non-academic matters, utilizing various methods of delivery.

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- Collaborate with Student Support and Wellbeing Manager to develop and implement student initiatives and engagement activities, fostering a positive student experience.
- Provide pastoral care and mental health support to students, offering appropriate referrals to additional services when necessary.
- Liaise with internal departments to streamline student-related operations and effectively communicate information to students.
- Support cyclical activities such as student surveys, feedback collection, induction programs, and graduation administration.
- Foster strong working relationships with staff across various departments and partner organizations.
- Collaborate with the Student Support and Wellbeing Manager to implement reasonable adjustments.

Personal Attributes

- Empathetic and non-judgmental approach to supporting individuals with diverse backgrounds and experiences.
- Strong organisational skills.
- Effective communication abilities.
- Independent and team-oriented work approach.
- Commitment to providing high levels of pastoral care and support to students.
- Evidence of contributing to administrative tasks and the general life of an academic institution.

CONTACTS AND INFLUENCE EXERCISED

(Type, number and seniority of contacts, impact of influence)

- The post holder will attend / be a member of such committees as may be relevant to their administrative duties.
- Unlimited contact with students, academics, alumni and staff.

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance objectives	

DEFINITION /CLARITY

This is a new role and as such the job description is subject to change.

ANY ADDITIONAL FEATURES OF NOTE

None.

PERSON SPECIFICATION

Job Title: Student Wellbeing Officer
Reports to: Student Support and Wellbeing Manager
Department: Higher Education

Qualifications, knowledge and professional memberships	Essential/Desirable?	
Experience working within a university or similar educational institution.	Essential	
Bachelor's degree in psychology, counselling, social work, or a related field	Desirable	
Mental Health First Aider or a willingness to be trained.	Essential	
Technical Skills and Experience	Essential/Desirable?	
Strong understanding of mental health issues, stress management techniques, and wellbeing practices	Essential	
Strong interpersonal and pastoral care skills, with the ability to handle sensitive issues effectively.	Essential	
Proficiency in providing support to students and colleagues, including signposting to additional resources when necessary.	Essential	
Safeguarding experience or willingness to be trained.	Essential	
Well-organised with excellent communication skills.	Essential	
Ability to work independently and collaboratively within a team.	Essential	
Proficient in MS Office applications.	Essential	
Demonstrated commitment to supporting students and providing high levels of pastoral care.	Essential	
Experience contributing to administrative tasks and the overall functioning of an academic institution.	Essential	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential/ desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential/ desirable?	Core or Enhanced
Communicating effectively	E	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	C
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed
 JOB HOLDER

Date

Signed
 LINE MANAGER

Date