

Organisation:	Leeds City College
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Adult Community and ESOL
Core Job Role:	
Job Title:	Student Welfare and Finance Officer
Reports to:	Business Support Team Leader
Grade	C
Date of compilation:	September 2023

CORE RESPONSIBILITIES:

1. Support students with course fees, to enrol on courses, checking and gathering evidence, including those needing support with advanced learner loans, childcare funding, bus pass applications and kit requests through DLSF (Discretionary Learning Support Fund).
2. Support curriculum staff with admin claiming process for ALS (Additional Learning Support)
3. Provide advice services to students on welfare issues that may be creating a barrier to students accessing education. Welfare issues include money worries and funding issues, benefit claims or problems and housing and homelessness.
4. Liaise with the central Welfare and Student Fund team to ensure policies and procedures are maintained ..
5. Provide advice through face to face meetings, telephone and online duty service. Taking student referrals directly from students and staff throughout the college, prioritising according to need, vulnerability and urgency of issue or risk.
6. Manage a caseload of students experiencing complex welfare issues, providing effective support, information and referral, including recommending hardship awards with the aim of ensuring students attend, achieve and progress in their chosen area.
7. Develop staff and student knowledge of welfare issues and support available internally and externally to college through a range of activities and events to promote welfare help across college campuses.
8. Work as part of the welfare team to plan and deliver campaigns on welfare topics across all campuses.
9. In one or more areas of specialism or expertise, contribute to developing and maintaining information resources in a range of formats.

10. Deliver information sessions to small groups or tutorial sessions, promoting the uptake of student funds.
11. Deliver information sessions to staff from business support, curriculum and tutorial teams to meet student welfare and finance information needs and develop capacity amongst staff to provide accurate information and signposting.
12. Liaise with curriculum, pastoral, student life and business support staff to meet welfare information requirements of students and staff.
13. Refer and signpost clients to external organisations and agencies, as appropriate.
14. Maintain administrative and student records using relevant college management information systems recording all interventions accurately and in a timely manner and monitoring attendance, progress and behaviour.
15. Track the outcomes of interventions and liaise with tutors to ensure additional support for students is in place if needed
16. Contribute to and participate in college open days, events and enrolment which will involve occasional weekend and evening work.
17. Work flexibly as a member of the student services team.
18. Attend and contribute to team meetings and staff development activities, sharing information and best practice.
19. Participate in regular supervision as a part of case management and review processes
20. Liaise with parents and carers keeping them informed and consulting with them as appropriate around support needs for their children
21. Maintain up to date knowledge around welfare issues
22. Provide information and data to enable timely reports to be collated
23. As the College is a multi-campus site, flexibility and willingness to work across all sites is required as well as occasionally working outside of standard office hours.
24. Attend and contribute to team meetings, planning days and other departmental staff events.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.

- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Job Title:	Student welfare and finance Officer
Department	Adult Community and ESOL

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. English and maths at Level 2	A/C
E	Q2. Degree or equivalent higher level qualification, or, a relevant professional qualification and substantial experience.	A/C
E	Q3. A recognised qualification in advice/ support work to a minimum of level 4. For example, Level 4 Information, Advice and Guidance or equivalent, or substantial experience of advice giving.	A/C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Substantial experience of delivering welfare advice, interpreting and explaining complex information, guidance and policies to clients of varied ages and backgrounds in an	A/I/T

	education, community or other advice setting, particularly working with clients experiencing financial hardship.	
E	EK2. In-depth knowledge of financial support and of welfare issues which can be barriers to learning or progression and experience of supporting clients to overcome these	A/I/P/T
E	EK3. Extensive experience of working with vulnerable groups in an educational, or similar, setting	A/I
E	EK4. A thorough knowledge of student fees, finance and funding	A/I
E	EK5. Experience of working with a range of partners and referring into their services	A/I
D	EK6. Experience of supporting teaching and curriculum teams	A/I
E	EK.7 Up to date knowledge and experience of welfare issues and changes and the impact of these	A/I/P/T
D	EK.8 Experience of producing welfare information resources in a range of formats	I/P

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent communication skills	I/A/P
E	SC2. Able to be adaptable to the needs of staff and students	I/P
E	SC3. Ability to help clients with issues surrounding finance, welfare and personal matters	I/A/P
E	SC4. Planning and delivery of group activities, training or information sessions	A/I/P
E	SC5. Able to stay calm and work under pressure	I/P

E	SC6. Strong Information, communication and technology skills - IT literacy, professional use of Outlook Office suite and use of social media and new technologies	I/A/P/T
E	SC7. Good active listener, showing empathy, positive regard and a non-judgemental approach, while also exploring issues with appropriate questioning to gather relevant detail in a sensitive and professional manner	I/A
E	SC8. Able to work well both as a member of a team and using own initiative, able to set and meet own targets and team and college objectives.	I/A
E	SC9. Recording, reporting on and monitoring guidance and interventions with students using online systems	I/A
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Support and promotion of equality, diversity and inclusion	I
E	Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	Commitment to the PREVENT agenda	I
E	Commitment to professional standards	I
E	Commitment to restorative practice approaches	I