Last updated: July 2024

**JOB DESCRIPTION**

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| Post title: | Student Wellbeing Outreach Team Leader |
| Standard Occupation Code: (UKVI SOC CODE) | 3229 |
| School/Department | Student Wellbeing / Student Support |

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| Faculty: | Student Experience Directorate (SED) |

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| Career pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category | n/a |  |  |
| Posts responsible to: | Student Wellbeing Outreach Manager | | |
| Posts responsible for: | Student Wellbeing Outreach Advisors | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| To support the Student Wellbeing Outreach Manager to deliver a wellbeing service where students are supported to thrive whilst at university.  To undertake the role of Student Wellbeing Outreach Team Leader to enable the delivery of sector leading and innovative support to students. The Team Leader will ensure that effective delivery of high quality 24/7 wellbeing support for students. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To be responsible for the delivery of wellbeing support to students by aiding and overseeing the work of Wellbeing Outreach Advisors including:   * Support and monitor staff development and team performance through the delivery of clear business plans and staff objectives. Undertake monitoring of progress via the annual review process and provide regular, positive engagement and communication with staff. * Feedback and guidance to practitioners where necessary. Pro-actively implement team building approaches to strengthen engagement of advisors to encourage innovation and contribution. * Ensure student wellbeing activities are delivered in a timely manner within budgetary controls. * Responsible for the attainment of service quality standards within the team. Provide advice and guidance to those within the team to ensure sound decision making. * Support with the identification, communication and implementation of relevant policy and procedural changes across the team. Lead or input as appropriate on development and delivery of a variety of tools (e.g. workshops, training or support materials) to maximise service quality, efficiency and continuity. | 30% |
|  | Manage the delivery of the Student Wellbeing Outreach Team through the maintenance of efficient operations which support the strategic aims of the service and Student Services, to include but not limited:   * Service operation within the budgetary limits * Development and regular review of all processes which support delivery of the service, including those processes which support Customer Record Management, the collation of management information and the monitoring of Key Performance Indicators. * Management of assurance and compliance for the service, including but not limited to training, health and safety and GDPR. * Ensuring sufficient resourcing of the service to support KPIs and strategic objectives. * Escalation of concerns to the Wellbeing Outreach Manager where service delivery is at risk of not meeting performance of budget target. | 20% |
|  | To ensure the service runs safely and efficiently and that staff are developed and supported in their roles. Support the Outreach manager to manage risk within the service and ensure risks are appropriately escalated when required.   * Liaise with the Wellbeing Multi-Disciplinary Team (MDT) to ensure students have the support in place that they need to progress with their studies. * Work with internal and external stakeholders to network and promote the service across the wider University community and beyond. | 20% |
|  | To lead the Wellbeing Outreach team in delivering activities and events aimed at improving our student's wellbeing   * Work with relevant internal teams to plan an activities calendar and set clear goals and outcomes for the delivery of these events. * Ensure events are staffed and can be managed alongside the delivery of normal services. | 15% |
|  | To support the vision of the Student Services Department and University through, but not limited to:   * Contribute to the formulation and delivery of Student Services strategy and enhancement plan. * Take responsibility for its full implementation, ensuring staff are engaged in the process of critical review. * Innovative thinking and collegiate working to deliver the Student Services and University’s Strategy. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder | 5% |

| Internal and external relationships |
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| Internal   * Student Body * All Student Services * All Professional Services * All Faculties * Harassment contacts   External   * Students’ Union * National Governing/Professional Bodies * Schools and Colleges * Higher Education Institutions * Higher Education Statistics Agency (HESA) * Universities and Colleges Admissions Service (UCAS)   Members of the Public/Community Groups/NHS/Police |

| Special Requirements |
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| The post holder may be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel.  Willingness to work outside of usual working hours to support with university events which occur at weekends such as Student Open Day events.   * Demonstrate Southampton University behaviours- Embedding Collegiality – see below. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification in a relevant field (eg: social work, nurse, occupational therapist, police, probation).  Proven experience of planning and progressing work activities within broad professional guidelines and/or broad organisational policy.  Understanding of how the specialist/professional services provided by the post-holder support the objectives of the University.  Able to apply an awareness of principles and trends in a specialist or professional field and an awareness of how this affects activities in the University.  Competent in the use of Microsoft Office packages with knowledge of current Assistive Technology software and up to date knowledge about IT developments. | Membership of relevant professional body (eg, Social Work England, HCPC, Nursing and Midwifery Council). | Application/  Interview  Application/ Interview  Interview  Application/ Interview |
| Planning and organising | Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy.  Ability to forward plan and review resource and delivery requirements for the team.  Able to meet measurable medium and short term goals and manage conflicting demands in a challenging schedule.  Actively participate in planning sessions to maximise personal and team performance. | Experience of successful project management. | Application/ Interview  Application/ Interview  Application/ Interview  Interview |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.  Proven ability to develop and share innovative approaches to work processes in line with changing organisational or legislative requirements. |  | Interview  Application/ Interview  Interview  Interview  Interview |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes.  Able to delegate effectively, understanding the strengths and weaknesses of team members to build effective teamwork.  Able to formulate development plans for own staff to meet required skills.  Able to positively engage all members of the team, to set goals, promote teamwork and continuous improvement. | Experience of successfully managing and developing staff. | Application / Interview  Interview  Application/ Interview  Interview |
| Communicating and influencing | Able to provide accurate and timely specialist guidance on complex issues.  Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance with complex cases.  Able to use influencing and negotiating skills to develop understanding and gain co-operation.  Ability to prepare a variety of detailed written and/or verbal information clearly and concisely to a variety of stakeholders. |  | Application / Interview  Application / Interview  Application / Interview  Application  Interview  Interview |
| Other skills and behaviours |  |  | Interview  Application  Interview  Interview  Interview  Interview |
| Special requirements | Demonstrate Southampton University behaviours (Embedding Collegiality – see below). |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| ☐ Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| ☒ No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | X |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working | X |  |  |
| ## Shift work/night work/on call duties | X |  |  |

Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability and is at the heart of everything we do. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **Personal Leadership** | I take personal responsibility for my own actions and an active approach towards my development |
| I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly |
| I show pride, passion and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **Working Together** | I work collaboratively and build productive relationships across our University and beyond |
| I actively listen to others and communicate clearly and appropriately with everyone |
| I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish |
| I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes |
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| **Developing Others** | I help to create an environment that engages and motivates others |
| I take time to support and enable people to be the best they can |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and take action to be simply better |
| I plan and prioritise efficiently and effectively, taking account of people, processes and resources |
| I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **Driving Sustainability** | I consider the impact on people before taking decisions or actions that may affect them |
| I embrace, enable and embed change effectively |
| I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to others |

Line Manager Expectations

The statements below provide additional clarity on what is expected of our line managers and supervisors.

**Managing People:** Manage and support your peoples work productivity, performance, wellbeing and development to maximise their contribution and enable personal growth.

**Managing the Student and Customer Experience:** Ensuring our students and the customer are at the centre of everything we do, always considering their needs before acting, to ensure we deliver a high quality experience every time.

**Managing Financial Decisions:** Make well informed and timely financial decisions with an understanding of the consequences and impact on the financial sustainability of the University.

**Managing Compliance:** Understand and apply the University regulations, policies, guidelines, and legal requirements to ensure continued operational compliance.

**Managing Risk:** Identify potential risks, assess probability and impact and take appropriate steps to mitigate the risk or maximise potential benefits.