**JOB DESCRIPTION**

**Student Wellbeing Intern – Creative Content**

**Job Purpose**

The holder of this role will be responsible for creating and distributing engaging content for students at Cardiff University with a particular focus on the providing advice on matters regarding academia, housing, and wellbeing. The role is based in the Student Advice service of Cardiff University Students’ Union and has an exciting remit consisting of the following:

1. The holder of the role will ultimately be responsible for ensuring that the department has consistent and reliable social media posts throughout the week. To facilitate this, the role holder will be responsible for creating, editing, and publishing content for the Advice section of the Students’ Union’s website, as well the Student Advice social media platforms. The role will champion student knowledge through the provision of well-structured and presented engaging and educational content.
2. The holder of this role will also at times act as a liaison between the Advice service and the Union’s Marketing and Communications department. Most of the time, the holder of this role will be creating engaging content, however may also be required to carry out any other tasks as directed by the Head of Advice and Wellbeing, such as outreach and increasing awareness of the services that Student Advice offers
3. The holder of this role will create both photo and video content to be used on the Advice service’s webpages for educational purposes, as well as social media content to engage students with the service.

**Principal Accountabilities**

1. Student Advice & Welfare/Wellbeing
2. To organise and coordinate the creating of graphic content for Student Advice.
3. To ensure that there is a rota for consistent social media posting.
4. To create engaging and effective educational graphics to be used for Advice webpages.
5. Work closely with Student Advice staff to ensure that content is relevant to the needs of the student community.
6. To regularly engage with the Marketing and Communications Department.
7. To liaise with the Sabbatical Officers to involve them with the creation of content.
8. To encourage student volunteers to get involved with welfare-based campaigning across campuses and in the student community.
9. To develop and a Communications strategy for the Student Advice service in partnership with the Head of Student Advice and Wellbeing
10. To work in partnership with and assist the Vice President Welfare & Campaigns.
11. To assist with the marketing of the Student Advice service, in accordance with the communications strategy.
12. To ensure the development and effectiveness of departmental systems and procedures are effective in facilitating advice provision.
13. Financial Management
14. To ensure efficiency and value for money is maintained for the Students’ Union at all times.
15. The Environment
16. The Students’ Union is committed to minimising any direct or indirect negative effects its business operations may have on the environment. As a member of staff within the organisation, the post holder will support the activity of management to help ensure that arrangements are in place to measure impact on the environment and help achieve targets for on-going improvement.
17. Customer care
18. To ensure the highest standards of customer service are maintained for stakeholders at all times.
19. To ensure honest and transparent communications are maintained with service users.
20. To ensure that all systems, policies and procedures are respected.
21. To engage with and encourage customer feedback, whether positive or negative, in a courteous and professional manner.
22. Health and safety
23. To ensure that the actions arising from departmental risk assessments are respected and implemented.
24. To ensure that the Union’s Health and Safety Policy is adhered to at all times.
25. To ensure that Health and Safety legislation is adhered to at all times.
26. To develop a training plan for direct reports regarding health and safety risks and to ensure training is provided to staff in healthy and safe working practices.
27. To assist in ensuring the health and safety of students, suppliers and visitors to all department sites/work areas.
28. To act as a first-aider, once qualified.
29. To act as a fire warden in line with the Union’s Health and Safety Policy.
30. Other duties
31. To attend appropriate meetings as and when required by the Union.
32. To abide by the Union’s Memorandum and Articles of Association, policies and procedures at all times.
33. To contribute to the positive image of the Union with students, the University and the local community.
34. To promote equal opportunities.
35. To uphold and promote the values of the Students’ Union, working towards its strategic vision.
36. To undertake other tasks and responsibilities compatible with the level and nature of the post as required by the Student Advice manager from time to time.

**Scope**

1. This job description contains the principal accountabilities relating to this post and does not describe in detail all the tasks required to carry them out. There will be an expectation that the post holder will carry out other duties and responsibilities that fall within the general nature and level of responsibility of the position.

**Training and professional development**

1. The Union considers regular and ongoing training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

**Supervision**

14. Authority and direction is delegated from the Union’s Trustees, via the Chief Executive, Director of Engagement and Participation and Head of Student Advice.

**Special Notes or Conditions**

1. The holder of this position will be expected to work with a potentially vulnerable client group and any appointment will be subject to a Disclosure and Barring Service (DBS) check.
2. This job description has been prepared to meet the particular circumstances which currently apply. Whilst the job purpose will remain constant, the accountabilities may vary. In this respect the job description will normally be reviewed where possible every 12 months against the needs of the Union, by the Head of Student Advice.
3. It is a requirement of this post that the post holder maintains a politically neutral and impartial approach in carrying out the functions of the role.
4. The post holder will be required to conform to a confidentiality policy. The highest standards of professional integrity will be expected at all times.

18. The post holder must demonstrate a willingness and flexibility to vary and change his/her work routine and work outside normal working hours where necessary.

19. The post holder’s place of work will be the Students’ Union building at Park Place, Cardiff, but they will be required to infrequently travel to and work from other relevant locations in undertaking the duties of the post.

20. This job description does not form part of your contract of employment.

**Prepared and amended September 2020 by Joshua Gibbs – Head of Student Advice and Wellbeing**