**JOB DESCRIPTION**

**Student Wellbeing Intern – Executive Committee**

**Job Purpose**

The holder of this role will be responsible for supporting the welfare of students at Cardiff University with a particular focus on the wellbeing and development of around 50 student volunteers. The role is based in the Student Advice department 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 students who volunteer their time as part of the Advice and Welfare Executive Committee, as well as Student-Led Service committee members are well supervised and supported. To facilitate this, the role holder will be responsible for recruiting, training, and line-managing a large number student volunteers. The role will champion student leadership through the provision of training, supervision and support, feeding into a number of other welfare-related projects.
2. The holder of this role will also at times act as a receptionist providing ‘gateway’ support and information to the students of Cardiff University, and will be able to step in and assist with most enquiries regarding office administration. Most of the time, the holder of this role will be assisting, training, and supporting student volunteers in duties that relate to the Student Advice service, but an ability to complete all of these duties in the event of volunteers not being available or requiring additional support is essential.
3. The holder of this role will organised and may also chair weekly meetings for the volunteers and adjacent staff, as well as booking and putting together regular training sessions aimed at enhancing the skills, confidence, and competence of the volunteers.

**Principal Accountabilities**

1. Student Advice & Wellbeing
2. To organise and coordinate the recruitment and selection process of student volunteers.
3. To ensure that during office hours the Student Advice reception desk is appropriately covered by Student Volunteers who are appropriately briefed, trained, and supported.
4. To create engaging and effective modular training for student volunteers, ideally all with an assessment to conclude
5. To support and supervise student volunteers in their duties
6. To regularly engage with student volunteers and have conversations that may at times be of a delicate and confidential nature regarding their own wellbeing
7. To ensure that there are regular social events and activities organised for the student volunteers in order to improve commitment and instill a sense of in-group belonging that are compliant with ongoing guidelines
8. To encourage student volunteers to get involved with welfare-based campaigning across campuses and in the student community
9. To develop and maintain effective working relationships with the University and other external stakeholders and partners
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 October 2019 by Jane Hobbs – Student Wellbeing Intern (Executive Committee)**