

JOB DESCRIPTION //

Wellbeing Officer (WO)

Keele SU (Elected sabbatical officer)

Employer:	Keele SU
Responsible to:	Keele SU Board of Trustees
Responsible for:	
Hours:	37.5 hours per week
Directorate / Department Team:	Elected Officers
Salary:	£24,226.94 per annum, £12.39 per hour

Work Context:

Keele SU aims to be a students' union of the highest quality in representing and supporting students to get the most out of their time at Keele. We live to empower every student to be who they want to be and through delivery of our quality support, activity, representation, entertainment and value for money services ensure our students feel part of a community which is inclusive.

The organisation departments consist of:

- Leadership Team & Trustees
- Elected officers
- Membership – Advocacy, Education and Experience
- Support – Finance, HR, IT, Planning and Engagement.
- Trading – Co-op and SU Operations (Days and Nights)

We have around 50 career staff and 85 part-time student staff.

Purpose of the role:

The *Wellbeing Officer* is responsible for ensuring that support and wellbeing services at Keele University are welcoming, inclusive, and equitable for all students. This role involves addressing issues related to structural discrimination, collaborating with both Union and University services to prioritise student wellbeing, safety, and support, and advocating for policies that reflect the principles of equality, diversity, and inclusion.

As the Wellbeing Officer, you will lead on key student wellbeing issues, including mental health services, counselling, safety, the cost of living, and more, ensuring students have access to the support they need to thrive at university. You will represent students in relevant committees and campaigns, driving initiatives that improve the overall student experience. Additionally, confidentiality is paramount when handling individual student cases, ensuring that students' personal information is respected and protected.

This role is elected through a campus-wide ballot and involves active participation in University and Union committees, working groups, and student-led initiatives.



Key Accountabilities:

General Responsibilities of all Sabbatical Officers:

1. **Student Engagement:** Actively participate in student meetings to represent and engage the student voice.
2. **Collaboration & Teamwork:** Work with other officers and staff members to plan activities based on student needs and support each other as a team.
3. **Regular Meetings:** Meet frequently with the CEO and COO and other relevant SU staff to stay aligned with Union goals.
4. **Record Keeping & Handover:** Keep track of key activities, produce impact reports, and prepare a handover file for the next officer.
5. **Task Management:** Ensure tasks assigned to you are completed on time, even if not done personally.
6. **Meetings & Attendance:** Attend all UGMs, Union Assembly, Trustee Board, and Sub-Committee meetings, sending apologies if unable to attend.
7. **Professional Conduct:** Be punctual by arriving on time, professional, and follow staff policies, logging annualised work hours properly.
8. **Collaboration with the University:** Ensure student concerns are heard by working productively and collaboratively with the University.

Three Key Responsibilities:

1. **Student Wellbeing Advocacy & Support:** Ensure accessible, inclusive, and effective wellbeing services, advocate for mental health, physical health, and counselling, and address issues of discrimination and inequality.
2. **Collaboration & Campaigning:** Work with University and Union services to develop initiatives promoting safety and support, lead wellbeing campaigns, and represent students on relevant committees.
3. **Equality, Diversity & Inclusion:** Champion EDI principles in wellbeing services, advocate for inclusive policies, and promote a supportive campus culture that addresses the diverse needs of all students.

Detailed WO Responsibilities:

1. **Student Wellbeing Advocacy:**
 - o Ensure that wellbeing services at Keele University are accessible, inclusive, and effective for all students, regardless of background or personal circumstances.
 - o Address issues of structural discrimination and ensure that wellbeing services promote equity and equality across campus.
 - o Act as the key student advocate for mental health, physical health, counselling, and other wellbeing services, ensuring they meet the needs of the student body.
2. **Collaboration with University & Union Services:**
 - o Work closely with Keele University services, such as student support, counselling, health services, and campus security, to ensure coordinated and comprehensive student wellbeing provision.
 - o Collaborate with Union services and other campus bodies to develop initiatives that promote a safe and supportive student environment, tackling issues like harassment, discrimination, and marginalisation.
3. **Equality, Diversity & Inclusion (EDI):**
 - o Champion and apply the principles of Equality, Diversity, and Inclusion across all aspects of student wellbeing at Keele University.
 - o Advocate for policies and practices that eliminate barriers to access and ensure that all students, regardless of race, gender, sexuality, disability, or socioeconomic status, are supported.

- Promote an inclusive campus culture that reflects the diverse needs of students and empowers individuals to feel safe, supported, and valued.
- 4. **Health, Safety & Support:**
 - Lead on campaigns and initiatives focused on health services, including mental health support, counselling, and physical health provision.
 - Advocate for improvements to campus safety, ensuring that students feel secure and supported both on and off campus, particularly in relation to safety concerns for marginalised groups.
 - Address student concerns related to the cost of living, ensuring students have access to financial advice, food security support, and other resources that help alleviate financial stress.
- 5. **Campaigning & Representation:**
 - Lead wellbeing-focused campaigns, raising awareness of key issues such as mental health, sexual assault prevention, domestic violence support, and student safety.
 - Represent students in relevant University and Union committees, including those focusing on wellbeing, safety, health services, and equality.
 - Run and support campaigns aimed at improving the student experience, focusing on proactive wellbeing initiatives, student safety, and equitable support services.
- 6. **Student Support & Confidentiality:**
 - Offer confidential support and advice to students facing individual wellbeing challenges, ensuring their concerns are addressed in a sensitive and professional manner.
 - Signpost students to appropriate University or external services for additional support, maintaining strict confidentiality regarding their personal situations.
 - Ensure that students have the resources and information they need to access wellbeing services quickly and easily.
- 7. **Student Integration & Engagement:**
 - Work to integrate wellbeing initiatives into all aspects of student life, ensuring that mental health and wellbeing are prioritised in social, academic, and extracurricular activities.
 - Encourage student participation in wellbeing programs, workshops, and activities, and ensure that all students feel included and supported in these initiatives.
 - Support the development of peer support networks that promote positive mental health and wellbeing across campus.
- 8. **Committee & Working Group Participation:**
 - Actively participate in University and Union committees and working groups, such as the Health & Safety Committee, the Equality & Diversity Working Group, and the Student Welfare Committee.
 - Provide regular updates on wellbeing issues, advocating for policy changes that enhance student support services and improve the overall campus environment.

Other Duties

1. To contribute to the positive image of Keele SU with students, the University and the local community.
2. To abide by Keele SU Constitution, Policies and Procedures at all times.
3. To contribute and support Keele SU's vision, mission and values.
4. Be committed to living our employee behaviours - empowering, supportive & communicative.
5. To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the line manager from time to time.
6. To attend appropriate meetings as and when required.
7. To uphold and adhere to Keele SU Health & Safety policy and best practice.
8. All staff are collectively responsible for meeting the Union's environmental and social sustainability goals in line with the strategic plan. It is required that all staff are aware of how their role relates to sustainability in order to minimise the Union's environmental impact and actively contribute towards the fight against the climate crisis.

Keele SU considers regular and ongoing training as essential to job satisfaction and career development. The post-holder will be offered the opportunity to participate in training that is relevant to their duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

Notes

For full and effective discharge of duties, the post will, at times, require additional commitment over and above normal office hours. The post-holder is expected within reason, to undertake such hours as are necessary to successfully perform the duties of the post.

Confidentiality

To ensure that confidentiality is maintained at all times in conjunction with the Students' Union and University Confidentiality and GDPR Policies.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post-holder.

Skills and Experience:

- Strong passion for promoting student wellbeing, equality, and inclusion.
- Proven ability to work collaboratively with a range of stakeholders, including University staff, Union officers, and students.
- Experience in leading campaigns or initiatives focused on health, wellbeing, or social justice.
- Knowledge of student support services and a clear understanding of the wellbeing needs of students.
- Excellent communication skills, both written and verbal, with the ability to represent students effectively at all levels.
- Strong organisational and leadership skills, with the ability to manage multiple projects and initiatives.
- Ability to handle sensitive and confidential information with discretion and professionalism.

Key Relationships:

- Keele Students' Union senior leadership and elected officers
- Keele Students' Union ASK team
- Keele University student support, health services, and campus security
- Students, particularly those seeking advice or support on wellbeing-related issues
- External stakeholders, including mental health organisations, local authorities, and community groups

Key Meetings:

Election Process:

The Wellbeing Officer will be elected through a cross-campus ballot, ensuring that the role is directly accountable to the student body.

Term of Office:

This is a full-time, paid sabbatical role for one academic year.

Salary & Benefits:

- Full-time salary commensurate with sabbatical officer roles
- Access to personal development opportunities
- A chance to make a tangible impact on the wellbeing of Keele students and create a positive, supportive campus environment

Application Process:

Candidates will need to apply as part of the annual election process, with Keele students voting to elect their preferred Wellbeing Officer.

The Wellbeing Officer role offers an exciting opportunity to lead on key issues that directly affect students' health, safety, and support at Keele University. If you're passionate about ensuring all students have access to the care and resources they need to thrive, this is the role for you.

