### Job title
Head of Wellbeing & Welfare

### Department
Welfare

### Location
Mansfield College, Mansfield Road, Oxford OX1 3TF

### Grade and salary
Grade 6: £31,502- £40,745 (FTE)

### Hours
An average of 18.25 hours per week (0.5 FTE), counted across the whole year. Hours will be annualised, with the majority of hours to be concentrated during the Oxford University term, and during term-time, there is a need for the postholder to be present for some time in College on every week day. Precise hours can be arranged to suit the post-holder, and (except for half-terms) this is a role which would work well with school holidays.

### Contract type
Permanent, with a six month probation period

### Reporting to
Registrar and Director of Admissions

### Additional information
Free meals when on duty and the kitchen are open plus one formal hall per week.

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**The role**

The Head Wellbeing & Welfare’s role is to ensure that Mansfield’s students have an environment in which they can thrive and enjoy their education. The Head of Wellbeing and Welfare coordinates the Welfare Team, and their role is to ensure that students have access to timely and appropriate wellbeing and welfare support throughout their academic studies. They will combine work as a first point of contact for to undergraduate and graduate students, providing, coordinating and/or signposting to appropriate onwards support, with oversight of student casework and policy work associated with student welfare. They will coordinate initiatives to promote wellbeing amongst the student body. They also line manage and provide second-line support to the Junior Deans (normally graduate students who live in College) who provide out of hours welfare first-responder services. The postholder will also act as a source of support and reference for other student-facing staff, and support the Senior Tutor, Academic Registrar, Dean and Principal in the handling of acute situations, providing welfare advice for students involved in bringing or being subject to disciplinary proceedings, or involved in Fitness to Study proceedings.
About Mansfield College
Mansfield College is one of the 39 constituent colleges of the University of Oxford. It has around 250 undergraduates, 170 graduates and 30 visiting students. This relatively small size engenders friendly and close relationships not only among students and tutors, but across the whole community at the College.

Throughout its history, Mansfield has worked hard to make an Oxford education available to previously excluded groups, most recently in its successful access initiatives, promoting application from students from the state sector, and from backgrounds of educational and financial disadvantage. It is currently the Oxford College with the most diverse undergraduate body, and has the highest proportion of state sector students. Mansfield is one of the smaller Oxford colleges, with approximately 40 academic staff, 240 undergraduates, 40 visiting students and 180 graduates. The current Principal is Helen Mountfield KC.

The College is also home to the Bonavero Institute of Human Rights, within Oxford University’s Law Faculty, which was opened by the late Secretary-General of the United Nations, Kofi Annan, in 2018.

In 2021, Mansfield was recognised as a university College of Sanctuary by the UK charity City of Sanctuary, after demonstrating an ongoing commitment to nurturing a culture of inclusivity and awareness on campus for those seeking sanctuary (which includes refugees and asylum seekers), as well as in the wider community.

Detailed information about Mansfield College may be found at www.mansfield.ox.ac.uk

Responsibilities

Lead the development and implementation of the College’s wellbeing and welfare policy by;

- Keeping the College’s wellbeing, welfare, confidentiality, and student tragedy policies under review in liaison with the Registrar, Principal, Tutor for Welfare and Governing Body, including developing an emergency welfare procedure in cases of immediate and serious risk of harm to self or others,
- Representing the College in the inter-collegiate Welfare Forum and reporting back to the Governing Body as appropriate on policy developments and matters arising;
- Liaising with the College’s link counsellor at the Counselling Service, the University’s Disability Advisory Service and the College GP to ensure our wellbeing and welfare provision is aligned with University and NHS provision;
- Setting the agenda for College Welfare Committee, in co-ordination with the Tutor for Welfare, and supported by the college office which makes practical arrangements for the meeting, (such as timetabling, invites, agenda, notes)
• Preparing an annual and, if necessary, ad hoc reports for Governing Body, evaluating welfare support or reporting on issues of concern.

Wellbeing and Welfare for Students

Individual casework
The Head of Wellbeing and Welfare will establish themselves as a familiar and accessible figure around the College, acting as one of the first ports of call for students with welfare issues or personal, emotional, or psychological concerns. They will offer advice, assurance, and signposting to other sources of support to all students as necessary.

When dealing with individual student cases the Student Welfare Lead’s role will involve:

• meeting with students for confidential 1-2-1 consultations or for groups with welfare concerns, keeping confidential records of individual support calls and serious concerns in line with good practice and data protection requirements.
• where appropriate, signposting or referring students to other sources of counselling, support or medical care available from the University or the NHS.
• acting as the link person with the Counselling Services.
• supporting other individual student casework (such as fitness to study, discipline), where it relates to a welfare matter.
• arranging to store and disseminate information in individual cases as appropriate in line with best practice, the law of confidence and GDPR, as well as with Mansfield College protocols for ‘serious cases of concern’ and ‘emergency welfare incidents.

Promoting good student mental health and wellbeing:
The Head of Welfare will be responsible for developing, implementing and promoting a programme of activities to support students’ wellbeing in the College in order to help them to thrive, by:

• ensuring that students are made aware, as needed, of appropriate welfare and wellbeing support services provided by College, the University, the student union and the NHS; and encourage them to access such services; including introducing those services to students as part of their induction;
• devising and implementing (in liaison with the Junior Deans, Chaplain, JCR and MCR representatives and, as appropriate, the Tutor for Academic Support), a wellbeing programme and wellbeing and welfare communications;
• managing a welfare budget, established in liaison with the bursar each year.
Working with and supporting others

As the lead wellbeing and welfare professional in College, the Head of Wellbeing and Welfare will be responsible for working with and supporting others in College whose work involves or is adjacent to wellbeing and welfare issues. This will include:

- line managing and supporting Junior Deans, and (in his welfare functions) the Chaplain; and (in liaison with the Domestic Bursar and Registrar) ensuring that student peer supporters and Junior Deans receive appropriate welfare training from the Counselling Service.
- liaising, under appropriate conditions of confidentiality, with the Dean (where a matter crosses welfare and discipline), the Senior Tutor and/or the Tutor for Academic Support (on academic/Fitness to Study matters), equality tutors (on equality concerns), the Tutor for Graduates (where graduate students are involved), to ensure that wellbeing and welfare considerations are appropriately in the mix and appropriate welfare support is offered.
- supporting student-facing staff (including teaching and domestic staff) in how to support students with welfare concerns, including:
  - how to signpost students to wellbeing support;
  - the protocols for welfare emergencies and serious cases of concern;
  - the law and good practice on confidentiality and exceptions to it;
  - how to maintain their own professional boundaries.

Selection criteria:

- The ideal candidate could come from a variety of professional backgrounds, which might include providing pastoral care in an academic setting, and/or dealing with a wide range of psychological, emotional and practical problems as a health or social care professional.
- Some professional qualifications are required, and/or experience relating to the role (e.g. in mental health care or counselling, first responder training), ideally but not necessarily within an educational establishment.
- Familiarity with mental health and disability-related issues facing students.
- The postholder will need to have or quickly develop a good understanding of the higher education sector, current issues in the Oxford University environment, and students’ typical concerns.
- Excellent communication and interpersonal skills, and the ability to work collaboratively with a wide range of people in college (students, support professionals, academics), the University, and beyond.
- Able to maintain a level of emotional and professional resilience, putting in place good supervision systems and asking for help when needed.
• Able to demonstrate that they can maintain professional detachment and a level of emotional and professional resilience when dealing with highly charged situations.
• Proactive, highly motivated, and well organised with good administrative and forward-planning skills.
• It would be desirable to be able to deal with or arrange for occasional on-call work in case of emergencies.

Pre-employment screening
Standard checks
If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven’t done so already) we will contact the referees you have nominated.

Safety-critical duties
This job includes safety-critical activities. If you are offered the post, you will be asked to complete all relevant health and safety training, and have a satisfactory enhanced Disclosure and Barring Service check due to regulated activity involving ‘at risk’ adults.

How to apply
Please submit a cover letter, stating why you are interested in, and suitable for this role and a CV to Mansfield HR vacancies@mansfield.ox.ac.uk

Postal application may be sent to the below address however, we recommend electronic submission:

Mansfield Human Resources
Mansfield College
Mansfield Road
OXFORD
OX1 3TF

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

We highly recommend uploading all documents as PDF files with your name and the document type in the filename.
All applications must be received by 12 midday UK time on the closing date stated in the online advertisement.

If you need help

For general support enquiries on how to apply for the role, please email vacancies@mansfield.ox.ac.uk

Please note that correspondence on application progress will be via email. Please check your spam/junk mail if you do not receive an email.

Important information for candidates

Equal Opportunities

Mansfield College and the University of Oxford are equal opportunities employers and welcome applications from all suitably qualified candidates. Mansfield actively welcomes diversity amongst its staff and students and all reasonable adjustments will be made to the recruitment process, working arrangements and/or environment to accommodate applicants with any form of disability. Applications are particularly welcome from Black, Asian, and Minority Ethnic candidates, who are currently under-represented in college posts at Mansfield.

Please let us know if you believe there are any reasonable adjustments we should be making to assist you with your application. If you feel that you have a disability which may affect your application, please let us know.

Please also let us know of any reasonable adjustments that we would need to make for you to attend an interview.

To comply with UK employment legislation the successful candidate will be required to provide documentary evidence of his or her eligibility for employment before starting work with the College. Potential applicants should note that this advertisement does not satisfy the requirements of the UK Home Office in relation to a sponsorship for a visa.

Data Privacy

Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see: GDPR Framework | Mansfield College, Oxford

Benefits of working at Mansfield College
Annual Leave
College employees enjoy a very generous annual leave package of 25 days, pro rata in year of joining and per the hours worked, in addition to the College closed period (5 days at Christmas) plus all Bank Holidays.

Staff Meals
College employees can benefit from a free meal while on duty during normal operations. Meal times are always a welcoming opportunity to meet fellow staff.

Pension Scheme
We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme). Further details will be provided on appointment. This post is pensionable in USS.

Family-friendly benefits
The College follows the University of Oxford’s family leave schemes. With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. [https://hr.admin.ox.ac.uk/family-leave#/]