



St George's School of Health and Medical Sciences

Registry

Student Welfare Officer

Ref: 976-25-R

JOB DESCRIPTION

Post Title	Student Welfare Officer
Grade	CSG 5
Contract type	Fixed term contract (6 months)
Responsible to	Student Services Manager, Tooting Campus (interim)
Accountable to	Head of Student Support Services
Responsible for	N/A
Liaises with	Students, Applicants, Parents, Student Services Advisors, Professional Services and Academic Staff

Overall purpose of job

This post is responsible for the day to day management of complex student welfare cases. As well as managing your own cases, you will liaise with colleagues from academic and professional service departments. You will support the smooth running of student welfare provision across the university, escalating cases and referring between services as necessary. Additionally, you will provide direct support for care leavers and estranged students and advocate for students going through university procedures.

You will be a team player with excellent written, communication and organisational skills with the ability to prioritise a demanding workload in a pressurised environment. Excellent interpersonal and organisational skills are essential.

1. Main Duties and Responsibilities



Student Welfare

- Manage complex student welfare cases, particularly those linked to mental health.
- Provide on-going support to students who experience a wide range of difficulties, signposting students to additional sources of support both within and external to the university.
- Provide support for students who are victims of sexual violence, as a Sexual Violence Liaison Officer.
- Liaise with professional and academic colleagues regarding students who present difficult issues.
- Provide advocacy and support for students who become involved with Fitness to Study and Practice and other University Procedures.
- Support the effective operation of student welfare activities at program and university level, making collaborative decisions about escalating cases as necessary.
- In conjunction with the other staff, respond to emergencies involving students and support the work of incident response teams as necessary.
- Provide support for care leavers and estranged students.

Administration and Support

- Maintain accurate and up to date records, including handling and recording of sensitive information in line with legislative requirements.
- Provide administrative support for student Occupational Health provision and referrals
- Support the operation of the University Welfare Group, administering and distributing important documents relating to student support and confidential student records.
- Collect and organize feedback on service quality.
- Contribute to the induction and orientation of new students.
- Contribute to the training and development of staff in relation to student welfare.
- Leading and supporting student wellbeing projects, campaigns and events in collaboration with the Student Life Centre, SGUL Students Union and others.
- Develop and maintain links with services available for students in the local community, including local Council and NHS services.

General

- Demonstrate a commitment to equality, diversity and inclusion policies and practice.
- Demonstrate a good knowledge of the Equality Act 2010
- Attend appropriate internal and external meetings, as well as relevant training sessions, courses and conferences to ensure up to date specialist knowledge and maintain awareness of best sector practice.
- Undertake other duties as required as appropriate to the grade of the post including providing support to other members of student services team

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation



with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	Degree (or equivalent experience)	E	PQ/AF
	Relevant training in supporting mental health	D	PQ/AF
Experience	Experience of working in student welfare at a university or in a similar context	E	AF / SS1
	Experience of working in a multidisciplinary team	E	AF
	Experience of supporting students in a higher education environment	D	AF / SS2
	Experience of working with internal and external stakeholders	D	AF
Knowledge/ Skills	Excellent communication skills, both verbal and written	E	INT
	Excellent IT skills including word processing, email, database and spreadsheet experience with the ability to use computerised record systems	E	AF / SS3
	Ability to deal with a range of complex issues simultaneously.	E	INT
	Ability to work to deadlines and prioritise workload	E	INT
	Ability to communicate effectively with a diverse group of students and staff	E	INT / SS4
	Ability to develop and improve processes and procedures	E	AF / SS5
	Understanding of disability support in HE and student teaching/assessment processes	D	INT
	Knowledge of the issues facing students in HE	D	INT

	Good working knowledge of the Equality Act 2010	D	AF / SS6
Personal Attributes	Highly organised and efficient with excellent attention to detail	E	INT
	Conscientious and motivated	E	INT
	Able to use initiative and work independently when required	E	AF
	Strict adherence to rules of confidentiality and data protection	E	AF / INT
	Friendly and approachable	E	INT
	Good team member, willing to help where required	E	SS / INT

Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

Reviewed:

January 2025



About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as world leading 4* (40%) and internationally excellent 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

- Salary:** **£34,610** pa, (pro-rated for part-time staff). The starting salary range for **CSG Grade 5** is **£34,610 – £36,636** and appointment is usually made at the minimum point.
- Hours:** 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.
- Annual leave:** 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.
- Pension:** Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

- Flexible working** Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.
- Travel** City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).
- Gift Aid** If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.
- Sports and Leisure Facilities** Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.
- Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: nfitzger@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: Sunday 1 March 2026

Interview date: To be confirmed. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference 976-25-R

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

