

WOLFSON COLLEGE, UNIVERSITY OF OXFORD
STUDENT WELFARE OFFICER
FURTHER PARTICULARS OF THE JOB

JOB DESCRIPTION

Job Title: Student Welfare Officer

Main Purpose of Job:

The Welfare Team at Wolfson College currently comprises the Senior Tutor & Dean of Welfare, Academic Registrar, Student Support & Engagement Officer, College Nurse, and a team of Student Welfare Officers. There is also a team of student Peer Supporter volunteers. The role of the Student Welfare Officer is to represent the interests of all students in welfare related matters, organise student wellbeing activities and events, be a point of contact for all students providing listening and signposting services and, where appropriate, liaising with College Officers, the Equality and Welfare Committee and General Meeting.

There are normally three or four Student Welfare Officers at any one time who are expected to work together to meet the needs of the role.

Relationships:

1. Responsible to: Student Support & Engagement Officer
2. Liaison with: Academic Registrar, Academic Office team, Senior Tutor & Dean of Welfare, College Nurse, the Lodge team, University Counselling Service, College Officers, Peer Supporters & Common Room Diversity Representatives.

Main Tasks of Job:

1. Be available to provide practical and informed advice to students regarding welfare matters, and act as the first point of contact for welfare advice particularly outside of normal office hours (for this purpose the appointee will be able to use the office allocated to the Student Welfare Officers);
2. Respond promptly to requests from the Lodge Porters, Student Support & Engagement Officer, Senior Tutor & Dean of Welfare, Academic Registrar, or other members of staff to assist with welfare incidents. Student Welfare Officers are expected to live onsite, so priority access to available accommodation on the Wolfson campus will be offered to the successful candidate. Accommodation is chargeable at the usual student rental rates. It is a requirement that Student Welfare Officers live on-site in order to adequately fulfil the duties of their role. In exceptional circumstances, and with prior agreement from the Student Support and Engagement Officer, requests for living outside the College's main site within acceptable commuting distance may be considered.
3. Assist with serious incidents: contact the Senior Tutor & Dean of Welfare and Academic Registrar to inform them of any serious incidents, and follow established 'emergency' procedures. This includes handing over all relevant information and attending de-briefing sessions as required;
4. Participate in the Health and Wellbeing induction session for all new students at the start of Michaelmas term (and subsequent terms if applicable);

5. Organise the 'Old Hands New Faces' scheme which pairs current students with Freshers;
6. Organise regular face to face and online welfare events and activities throughout the year as required, including during the vacation periods; work with the Common Room Diversity Representatives to run events for Black History Month, LGBTQ+ History Month and Mental Health Awareness week.
7. Engage with the college's student Peer Supporter volunteers to assist their integration into college welfare provision.
8. Liaise closely with the Student Support & Engagement Officer, Academic Registrar, Senior Tutor & Dean of Welfare, Academic Office team, and other College and University officials where necessary;
9. Be responsible for purchasing and distributing college welfare supplies;
10. Monitor and respond promptly to emails in the Welfare email inbox, signposting to other resources where appropriate;
11. Be responsible for disseminating clear information about the College and University welfare provision via the college Welfare Newsletter, mailing lists, notice boards, and other student communication channels;
12. Advise students of the appropriate professional persons or bodies available for welfare or disability support (such as the College Doctors, University Counselling Service, and the University Disability Advisory Service);
13. Become members of the College's Welfare and Equality Committee, and ensure that at least one of the officers provide a report at each General Meeting;
14. Meet regularly with the Student Support and Engagement Officer, Academic Registrar, and College Nurse to discuss welfare matters and wellbeing initiatives;
15. Keep the Student Support & Engagement Officer, Academic Registrar, and Lodge Reception staff informed of any periods of absence from Oxford or holiday; liaise with other Student Welfare Officers to ensure availability of at least two student welfare officers outside of normal office hours.

Other responsibilities:

16. Student Welfare Officers are not expected to, and should not provide, counselling or medical care (other than basic first aid for which training is offered) to students; they should offer informed advice and give students information on sources of further support. Student Welfare Officers should always refer the student to a qualified professional for help or check with the wider Welfare Team if they are not sure how to advise a student.
17. The Wolfson Welfare team operates according to the University's Guidance on Confidentiality (<https://academic.admin.ox.ac.uk/disability/confidentiality>), and the Student Welfare Officers will be expected to abide by this policy at all times.
18. Student Welfare Officers are required to attend exam invigilation training in order to cover in-college student exams in exceptional circumstances.
19. Student Welfare Officers will also be required to undertake a First Aid course (which will be organised and paid for by the College) and must also attend the University run training course for Junior Deans (where available and paid for by the College).
20. Ensure that all personal, sensitive and confidential information and documentation to which the post holder has access and for which they have responsibility is safeguarded and updated in line with the requirements of the General Data Protection Regulation (GDPR) and the College's Data Protection Policy, and to ensure that such information is not disclosed to any unauthorised person.

PERSON SPECIFICATION

Applicants should be enrolled in postgraduate study at Oxford University and should expect to remain so for the duration of the period in which this position is held. Students enrolled at another College will be required to migrate to, and live at, Wolfson College.

Essential Criteria:

1. Experience of dealing effectively and responsibly with students or young people
2. Excellent oral and written communication skills
3. Strong inter-personal and listening skills
4. Ability to work effectively and constructively as part of a team
5. Experience of creating and running wellbeing events and initiatives
6. Have a sound appreciation of the requirement for confidentiality and data protection regulation (GDPR) allied with an awareness of the demands of the College's duty of care
7. Be able to work flexibly and willing to share evening, weekend and vacation cover across the team
8. Live at Wolfson; if not already a student member agree to migrate to Wolfson College

Desirable Criteria

1. Previous experience in a similar role
2. Experience in a Peer Support (or similar) programme
3. Experience or understanding of the workings of the College and University

TERMS AND CONDITIONS:

Appointment:	The post is available from 1 October 2026 and is a fixed-term contract until 30 September 2027. There will be an option for the successful Student Welfare Officer to continue in post through the following academic year (and beyond) if mutually agreed upon by both the employee and employer.
Hours:	Working hours are 6 hours per week. These hours will cover answering student welfare queries, the organisation of welfare events, participation in committee meetings, participation in training courses and responding to welfare emergencies. The Welfare Officers will be required to keep a weekly timesheet and report to the Student Support & Engagement Officer if they are likely to exceed these hours.
Training:	Student Welfare Officers are expected to attend relevant training as identified with the Student Support & Engagement Officer which is normally during working hours. They will also attend exam invigilation training to be able to invigilate in-college exams.
Annual Leave Entitlement:	39 days including Bank Holidays, pro-rata for part-time work. Holidays must be agreed with the Student Support & Engagement Officer. Welfare Officers will need to ensure cover remains available from others in the team.
Salary and benefits:	Currently £3,965 per annum, which will cover 6 hours per week. Any hours worked above that limit will be paid at a rate of £12.71 per hour on the basis of a timesheet submitted to the Student Support & Engagement Officer. Salaries are normally reviewed in August each year. Post holders will be given priority in the College accommodation allocation process (accommodation will be charged at normal student rates), and will be eligible for free meals in the College Dining Hall within a specified weekly meal allowance.
Notice period:	1 week during probation, 4 weeks thereafter
Other conditions	The post is subject to obtaining satisfactory references, satisfactory completion of the health questionnaire, submitting satisfactory evidence of your right to work in the UK and signing a contract of employment. You must be entitled to work in the UK for at least 6 hours per week to qualify for this role. It is a general requirement that Student Welfare Officers live on-site in order to adequately fulfil the duties of their role. In exceptional circumstances, and with prior agreement from the Student Support and Engagement Officer, requests for living outside the college's main site within acceptable commuting distance may be considered.

Application Process:

Applications should include an application form, full *curriculum vitae* and a covering letter addressed to the Academic Registrar setting out how the selection criteria is met, and should be sent to recruitment@wolfson.ox.ac.uk.

The application closing date is **12 noon on Monday 27 July 2026. Interviews will be held week commencing 24 August 2026.**

Equality of opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post.

Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Data Protection

All data supplied by candidates will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act and the College Privacy Statement (available on the website at <https://www.wolfson.ox.ac.uk/data-protection-statement/>)