

MOUNTVIEW

Job Description

JOB TITLE:	Student Welfare Officer
RESPONSIBLE TO:	Student Welfare Manager
WORKS CLOSELY WITH:	Head of Public Performance Head of Undergraduate Performance Training Head of Postgraduate Training Heads of Production (Training and Technical)
LIAISES WITH:	Programme & Student Services Team Production Team (Stage Management and Technical) Duty Management Team Registry & Admissions Team

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our partnerships, we secure a vibrant future for the arts – and for the students and staff who make Mountview what it is.

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow, and we support each other to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability Resilience & Adaptability Curiosity & Creativity	Compassion & Respect Collaboration & Teamwork Communicating & Influencing	Continuous Improvement Using & Managing Resources Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

BACKGROUND TO THE ROLE

The Student Welfare Officer is a new role within Mountview's Student Welfare team, designed to enhance existing wellbeing, pastoral and mental health support, and to help ensure its provision to students engaged in public performances at Mountview. The role will primarily support students studying at level 6 (3rd year BA) and level 7 (1 year MA), including full welfare provision for level 7 students during the first two terms of their programme prior to undertaking public productions in the third term. Students at levels 4 and 5 are supported by the Student Welfare Manager.

PURPOSE OF THE ROLE

The Student Welfare Officer is a key member of Mountview's administrative team. Reporting to the Student Welfare Manager, and working closely with academic and other administrative colleagues across Mountview, the post holder is responsible for providing welfare and wellbeing support and advice to students, and for liaising with creative and technical teams to ensure student wellbeing is considered at all stages of the production process.

MAIN DUTIES AND RESPONSIBILITIES

Student Welfare and Support

- Work with the Student Welfare Manager to provide guidance, support and pastoral care to level 6 and 7 students across all programmes on an ongoing basis, referring students to Personal Tutors, Counsellor and/or other Mountview staff as appropriate.

- With the Student Welfare Manager, assist students in exploring mental health provision, signposting both to Mountview's internal counselling provision and external services.
- Ensure that an inviting and comfortable space is maintained for students requiring support.
- Proactively maintain contact with students who are considered vulnerable.
- Work with the Student Welfare Manager to provide support to disabled students as necessary.
- Assist students in applying for Disabled Students Allowance.
- Deliver seminars and presentations to students and staff to promote awareness and understanding of student welfare and counselling provision.
- Assist in designing and conducting student induction and orientation sessions as required.
- Maintain adequate, up-to-date and confidential records of contact with students as appropriate.

Public Productions

- Establish a professional but approachable relationship with each student company to enable appropriate levels of support.
- Ensure that creative, stage management and technical teams are aware of students' Summaries of Reasonable Adjustments and advise how these can be implemented in performance spaces.
- Act as the first point of contact for all Performance and Production Arts students working on public productions, both in and out of office hours, to provide wellbeing support across both physical and mental health issues.
- In consultation with the Head of Public Performance, Head of Undergraduate Performance Training, Head of Postgraduate Training and Heads of Production (Training and Technical), contribute to decision-making in circumstances where a student's physical or mental health is such that they should not continue with the immediate performance, liaising with the creative, stage management, technical and duty management teams as appropriate.
- Ensure that students' Personal Tutors and the Student Welfare Manager are informed and updated of any student welfare issues that occur in the performance process, as appropriate.

Staff Support

- Work with the Student Welfare Manager to support Mountview's Personal Tutor system, providing advice and support to Personal Tutors as required.
- Provide advice and support to academic and other staff regarding individual student wellbeing, in particular of students who are involved in public performances, and issues affecting the student population.
- Support the Student Welfare Manager through formal student processes such as the Complaint, Disciplinary and Fitness to Study procedures as appropriate and necessary.
- Assist the Registry & Admissions team in arranging any reasonable adjustments for applicants and auditionees, and participate in audition day Question & Answer sessions as required.

Other Duties

- Act as a First Aider.
- Act as a Mental Health First Aider.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Experience, Skills and Abilities

- Experience of working in a student-facing, pastoral role in a Higher or Further Education setting desirable.
- Excellent interpersonal skills, and the ability to communicate and work with a wide range of people, inspiring trust and confidence.
- Ability to relate to students.
- Strong judgement and initiative with the ability to effectively interpret and apply policies and procedures, understand and solve problems and make suggestions for improvements.
- Ability to assess risk and judge when case issues should be escalated to someone more senior.
- Excellent organisational and time management skills, with the ability to work effectively under pressure within tight deadlines and to manage multiple tasks or activities at one time.
- Commitment to supporting students from a wide range of diverse backgrounds.
- High level of accuracy and attention to detail.
- Ability to handle issues of great sensitivity with discretion and with complete confidentiality.
- A good understanding of student welfare-related issues and approaches in education.
- Understanding of safeguarding and duty of care issues within a higher education setting.
- First Aid and Mental Health First Aid qualifications desirable.

Personal Qualities and Attributes

- Positive attitude and outgoing personality.
- Interest in the arts and/or education.
- Confidence in dealing with difficult or sensitive situations professionally.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Know when to seek advice/support.
- Positive attitude towards problem-solving.
- Ability to contribute to a positive team working culture.
- Commitment to self-development.

TERMS AND CONDITIONS

Salary: Circa £31K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, exact hours to be agreed with line manager, with a 1 hour unpaid break each day.

Office hours are 9am to 6pm Monday to Friday, however the post holder will be required to provide out-of-hours cover during production weeks, including Saturdays, flexing their hours accordingly.

Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Tuesday 10 March at 9am.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

All applications will be acknowledged. Late applications will not be considered.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.