

## Programme Support and Student Welfare Officer

**Responsible to:** The Dean

**Purpose of job:** The Programme Support and Student Welfare Officer is BADA's student welfare, pastoral care and extra-curricular experience lead. Working closely with the Managing Director, Dean and staff from our partner institutions, the primary purpose of the role of is to provide outstanding student support, and to ensure a positive, safe and inclusive work, study and living environment for students, that is conducive to social and intellectual growth.

### **Duties and Responsibilities**

The position's responsibilities include student welfare and pastoral care (including safeguarding), student housing, student conduct, extra-curricular student activities and emergency response.

#### STUDENT WELFARE AND EXPERIENCE

- Provide outstanding student support, acting as BADA's student welfare, pastoral care and extra-curricular experience lead
- Act as BADA's Designated Safeguarding Lead (DSL)
- Act as BADA's Title IX lead, working together with partner institutions as appropriate
- Proactively foster and contribute to a positive and inclusive work, study and living environment
- Work closely with partner institutions' residence teams, and ensure appropriate and compliant sharing of information between BADA and its partner institutions
- Ensure that policies and procedures relating to all matters of student welfare and pastoral care are up to date, compliant and inclusive. Ensure that policies and procedures are upheld and enforced, and provide guidance where required
- Act as first point of contact for students in matters of pastoral care and welfare, and ensure that matters are addressed swiftly and appropriately and students are channelled correctly to ensure they receive the care and support needed
- Act as mediator in cases of inter-student disputes
- In collaboration with the Dean, handle student disciplinary matters and crises that may arise, including undertaking investigations and managing disciplinary processes related to student conduct
- Ensure swift and appropriate communication within the institution and its partners in matters of student welfare
- Be part of BADA's emergency on-call rota, providing emergency support to all BADA students 24/7, which may require out of hours attendance at BADA's student accommodation, hospitals etc
- Plan and deliver extra-curricular events and activities designed to enhance the student experience and foster community

#### STUDENT HOUSING

- In collaboration with BADA's partner institutions and incoming students, organize all aspects of student housing, including the assigning of rooms, roommate pairings (if required), and ensuring that special requirements are taken into account

- In collaboration with the Facilities and Compliance Manager, ensure that all risk assessments have been carried out and that housing facilities are compliant and that emergency procedures are clearly communicated
- Act as the main point of contact between BADA's housing provider, partner institutions, and students
- Working with BADA's housing provider, actively monitor, respond to, and report on any aspects of student housing, including building, maintenance and safety matters
- Ensure students' adherence to housing policies

#### GENERAL PROGRAMME OPERATIONS

- In collaboration with BADA's partner institutions and US colleagues, produce pre- and post-arrival student materials
- Manage and play a key role in student arrival, orientation and departure events, attending evening and / or weekend events as required
- Attend weekly student meetings, as well as faculty meetings
- In collaboration with the Dean and Managing Director, manage mid-term and final student feedback evaluation
- Support overall programme administration as required

#### OTHER

- Initiate and lead regular team welfare meetings, to include the staff of BADA and its partner institutions as appropriate
- For the (overlapping) five and a half weeks of both Oxford summer programmes, live in college at Oxford full time
- Any other duties deemed necessary for the running of BADA, as reasonably requested