

WELLBEING MANAGER (ADVICE & ENGAGEMENT)

Student Services

ALC1526

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Anna Rees, Head of Wellbeing (Advice & Engagement) via a.rees@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



30 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

THE ROLE

The Wellbeing Manager (Advice & Engagement) will be part of the Student Services Wellbeing Management Team, working with the heads of department and other managers to lead and support the delivery of wellbeing services for students at UEA.

They will manage the day-to-day operation of the wellbeing advisory service, providing line management supervision to wellbeing advisers, providing advice, guidance and support to the team in relation to their day-to-day work, monitor waiting times and ensure the service meets its targets to engage with students with disabilities and additional challenges in a holistic and timely way. Supporting the University to meet its obligations under the Equality Act 2010 with regards to providing students with reasonable adjustments.

KEY RESPONSIBILITIES

COORDINATION AND MANAGEMENT OF THE WELLBEING ADVISORY SERVICE

- To act as a member of the student services management team, providing management supervision, guidance and support to the wellbeing advisers.
- To provide day to day advice and guidance and support to the wellbeing advisory teams.
- To ensure that all members of the wellbeing adviser service are up-to-date with training and relevant professional policies and procedures.
- To contribute to the recruitment, training, induction and appraisals of the wellbeing advisory service in accordance with the University's procedures.
- To manage the coordination of the wellbeing advisory service appointments and ensure that the service delivers appointments to students within set KPIs.

- To support the Head of Wellbeing in continual review of services provided to student with additional needs with a view to improve and develop it, taking into account staff and student feedback.
- To support the Head of Wellbeing in the development, promotion and monitoring of good practice in the wellbeing advisory service.
- To manage and utilise resources available to the maximum efficiency and effectiveness in accordance with the appropriate University guidelines and procedures.
- To assist the Head of Wellbeing to report on KPIs and the work of the wellbeing advisory service to the director and Heads of Student Services and key committees as required.

DIRECT SUPPORT FOR STUDENTS

- To adhere to an agreed activity contract relating to the number of student contacts offered, and sessions carried out per week in order to minimise waiting times.
- To provide student-centred advice, guidance and support to current students in relation to wellbeing, disability and mental health and the support and assistance available to them to enable them to successfully study.
- To respond effectively and speedily to students experiencing a mental health issue, consulting appropriately and following plans where these exist, and drawing on appropriate interventions from other agencies as required.
- To maintain accurate and timely digital records and case notes of interactions with students and any consequent actions taken, using University systems.
- To liaise with academic departments, other University services, INTO UEA, the University Medical Centre, the University's Occupational Health Service

THE ROLE (CONTINUED)

in monitoring the effectiveness of support put in place for students.

WORKING WITH THE WIDER UNIVERSITY COMMUNITY

- To contribute to the promotion of mental wellbeing within the student and wider University community, where appropriate and practicable, in partnership with external services such as the NHS.
- To liaise with academic departments, other University services, the University Medical Centre, the Occupational Health service and the Student Union, as required.
- To liaise with external agencies and support services to facilitate effective referrals and partnership working.
- To contribute to staff development activities in relation to aspects of student wellbeing, disability and mental health as required.

STRATEGIC ADVICE AND GUIDANCE

- To deputise for the Head of Wellbeing (Advice and Guidance) where appropriate.
- To support the Head of Wellbeing (Advice and Guidance) in the development and delivery of the annual plan of work.
- To maintain an awareness and understanding of University policies and procedures where they impact on the student experience.
- To contribute to the training and induction of Student Services staff as agreed by the Heads of the Service and in accordance with University procedures.
- To be a source of advice to Student Services staff, academic staff, and Professional Services.

PROFESSIONALISM

- To maintain up-to-date knowledge of relevant legislation and good practice in relation to student wellbeing and mental health and issues impacting this.
- To engage with continuous professional development in your discipline area, attending regular case supervision, and maintaining the currency of relevant qualifications.
- To liaise with other team members, University staff and any other relevant parties to assist in resolving issues arising.
- To maintain high professional and ethical standards that are legally compliant and follow principles of the appropriate professional framework and their own professional background.
- To operate in accordance with GDPR and the University and Student Services confidentiality policy.
- To operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity.

PROMOTION OF THE STUDENT SERVICES

- Coordinate and contribute to Student Services presentations throughout the year.
- Contribute to the Student Services representation on Applicant Days and open days Arrivals Days and Welcome Week events.

EQUALITY, DIVERSITY, HEALTH AND SAFETY

- To commit to the principles and practice of equality and diversity and a commitment to inclusion in Higher Education.
- To recognise the effects of discrimination on the wellbeing and mental health of individuals and a commitment to being culturally sensitive in all interactions with students.

THE ROLE (CONTINUED)

EQUALITY, DIVERSITY, HEALTH AND SAFETY (CONTINUED)

- To take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- To cooperate with UEA in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and health and safety arrangements are complied with.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Relevant professional qualification and work experience (E)
- Experience of providing wellbeing advice and guidance to students or young people (E)
- Relevant, substantial and recent experience of working with adults with physical disabilities, mental health difficulties and Specific Learning difference (E)
- Experience of working in a multi-agency environment (E)
- Experience of managing people/teams (E)
- Experience of working in a busy and varied environment, demonstrating initiative and decision making under pressure (E)
- Experience of working within defined policies and procedures (E)
- Recognised and accredited mental health and/or psychological therapy qualification (D)
- Experience of working with adults in higher or further education (D)
- Experience of managing projects (D)

SKILLS AND KNOWLEDGE

- A broad understanding of higher education (E)
- Excellent knowledge of the range of problems experienced by HE students (E)
- Able to demonstrate assertiveness and empathy as the specific occasion demands, sometimes in difficult and sensitive circumstances (E)
- Able to work independently and prioritise work effectively (E)
- Experience of working in a busy and varied environment with the ability to demonstrate emotional resilience and to work calmly under pressure (E)
- Excellent interpersonal skills, credibility and the ability to command respect (E)
- Excellent oral and written communication skills with ability to deal face-to-face, via telephone and email with individuals from a variety of backgrounds, culture and nationalities (E)
- Good problem-solving skills (E)
- Excellent IT skills (E)
- Ability to write and present reports (E)
- Up-to-date knowledge of equality legislation and its impact on higher education (D)

- Knowledge of the Equality Act 2010 and inclusive practice within HE (D)

PERSONAL ATTRIBUTES

- Ability to listen with empathy, dealing sensitively with a wide range of individuals (E)
- Emotional resilience and ability to work calmly under pressure (E)
- Ability to prioritise and work flexibly to deadlines (E)
- Understanding of, and committed to, safeguarding and equality and diversity principles (E)
- Positivity about equality, diversity and inclusion and promotion of active allyship (E)
- Maintenance of CPD and working with other team members to maintain their CPD (E)
- Approachable and non-judgemental (E)
- Able to balance conflicting demands, often in tight timescales (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

THE PERSON (CONTINUED)

SPECIAL CIRCUMSTANCES

- Subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service including a check of the Child and Adult Barred Lists. It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children or vulnerable adults (E)
- Annual leave will be restricted at certain times of the year (E)
- Willingness to work flexibly including outside of core hours (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available immediately on a full-time or part-time (at a minimum of 0.8 FTE) indefinite basis.

Salary will be £37,999 to £45,163 per annum, pro rata for part-time, on Grade 7, on the single salary spine.

Relocation expenses are reimbursable under certain conditions.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace. This post requires the post holder to work on campus on a Friday.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Universities Superannuation Scheme and there is an annual holiday entitlement of 30 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's

Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment and a criminal record check at Enhanced level from the Disclosure and Barring Service (which you will be required to pay for). It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk/>

The closing date for this role is 11:59pm on **Monday 16 December 2024**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that presentations and interviews will take place via Microsoft Teams on **Tuesday 7 January 2025** and we will inform you of the outcome of your application prior to this date.

ABOUT STUDENT SERVICES

Student Services is a central resource for all students studying at UEA, offering information, advice and guidance and therapeutic support to those who wish to discuss any issue or concern in a confidential, neutral and non-judgemental environment. The service offers both general advice as well as specialist support that covers student finance, living in University accommodation, disability, specific learning difficulties, wellbeing, international students, visa advice, and academic learning enhancement. The Service aims to help enable all students to gain the maximum benefit from their University experience and supporting students to manage any practical, developmental and personal matters that may impact upon their ability to achieve academic potential and personal goals. The Student Services teams have developed a wide range of workshop, group, self-help and on-line resources for students which compliments the 1-1 interventions. The team are also responsible for the University dental practice, the University staff counselling service and the University's Faith provision. The wider team includes dedicated administrative support.

Student Services values being a diverse team and are committed to delivering services which are accessible, inclusive and affirming to students from all cultures, backgrounds, races, beliefs, sexualities, gender identities, and abilities.

Further information is available at <https://www.uea.ac.uk/uea-life/student-support>.



OUR VALUES

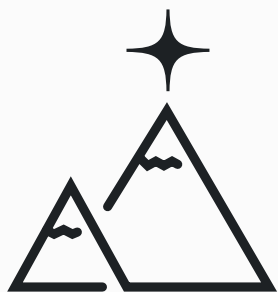
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT



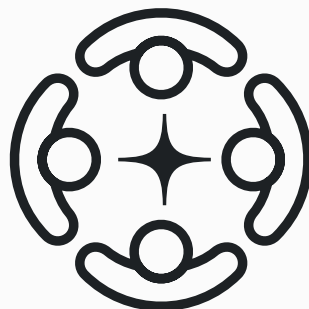
OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

