

WELLBEING MANAGER (ADVICE & ENGAGEMENT)

**Student Journey and Support
Services**

ALC1669

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. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its 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 Sir 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.



THE ROLE

The Wellbeing Manager (Advice & Engagement) will be a member of the Student Journey and Support Services Management Team, working closely with Heads of Department and other managers to lead and support the delivery of wellbeing services for students at UEA.

The role will have responsibility for the day-to-day management of the wellbeing advisory service, including line management of wellbeing advisors. The post holder will provide advice, guidance and support to the team, oversee waiting times, and ensure the service meets its engagement targets. They will help ensure holistic and timely support for disabled students and support the University in meeting its responsibilities under the Equality Act 2010 regarding reasonable adjustments.

KEY RESPONSIBILITIES

COORDINATION AND MANAGEMENT OF THE WELLBEING ADVISORY SERVICE

- To act as a member of the Student Journey and Support Services management team, providing operational oversight, management supervision, guidance and support to the wellbeing advisors.
- To provide day to day advice and guidance and support to the wellbeing advisory teams.
- To ensure that all members of the wellbeing advisor service are up to date with training and relevant 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, monitoring capacity, demand and waiting times to ensure agreed KPIs are met.

- To support the Head of wellbeing in the ongoing review, development and improvement of services provided to students accessing support, informed by staff feedback, student insight and service data.
- To support the Head of Wellbeing in the development, implementation, review and monitoring of guidance, processes and good practice within the Wellbeing Advisory Service.
- To manage and deploy resources available efficiently and effectively in accordance with university policy, guidelines and procedures.
- To assist the Head of wellbeing in reporting 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

- Ensure the wellbeing advising team adhere to an agreed activity contract relating to the number of student contacts offered, and sessions carried out per week 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 when required.
- To respond promptly and appropriately to all students accessing the wellbeing advisory service, 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

THE ROLE (CONTINUED)

- 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 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 and disabled student support within the student and wider University community, including where appropriate and practicable, in partnership with external services such as the NHS.
- To liaise with academic departments, 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, delivery and review of the annual operational plan.
- To maintain an awareness and understanding of University policies and procedures and where they impact on the student experience.
- To contribute to the training and induction of Student Journey and Support Services staff as agreed by the Heads of the

Service and in accordance with University procedures.

- To be a source of advice to Student Journey and Support Services, academic, and Professional Services staff.

PROFESSIONALISM

- To maintain up-to-date knowledge of relevant legislation and good practice in relation to student wellbeing, disability and mental health.
- To engage with continuous professional development, including regular supervision, and maintenance of relevant qualifications.
- To work collaboratively with colleagues and stakeholders to resolve issues and improve service delivery.
- To maintain high professional and ethical standards, operating within legal requirements, professional frameworks and areas of professional competence.
- To operate in accordance with GDPR and the University and Student Journey and Support Services Privacy policy.
- To operate at all times from an inclusive values base which recognises and respects diversity.

PROMOTION OF THE STUDENT SERVICES

- Co-ordinate and contribute to Student Journey and Support Services presentations throughout the year.
- Contribute to the Student Journey and Support Services representation on Applicant Days, Open days, Arrivals Days and Welcome Week events.

THE ROLE (CONTINUED)

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, harassment and victimisation on the wellbeing and mental health of individuals and a commitment to being culturally sensitive in all interactions with students.
- 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 co-operate 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

- Substantial and recent work experience in student wellbeing, disability and/or mental health support with involvement in service delivery and supporting operational decision-making (E)
- Experience of providing wellbeing advice and guidance to students or young people (E)
- Relevant, substantial and recent experience of working with adults experiencing mental health difficulties and/or disabilities (E)
- Experience of working in a multi-agency environment (E)
- Experience of providing professional guidance, support or informal oversight of casework or service delivery (E)
- Experience of managing projects (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)
- Experience of working in a busy and varied environment with the ability to

demonstrate emotional resilience and to work calmly under pressure (E)

- Relevant professional qualification in a related field (D)
- Experience of working with adults in higher or further education (D)
- Experience of applying equality legislation in higher education and providing advice to others (D)
- Experience of supervising or managing staff, including providing guidance and oversight of casework (D)

SKILLS AND KNOWLEDGE

- A broad understanding of the higher education environment and student experience (E)
- Strong knowledge of the range of challenges 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 and make sound decisions under pressure (E)
- Strong interpersonal and communication skills, with the ability to build respect (E)
- Excellent communication skills in English Language (E)
- Good problem-solving skills (E)
- Excellent IT Skills, including confidence using digital and case management systems (E)
- Ability to contribute to written reports and service documentation (E)
- Understanding of equality legislation and inclusive practice in higher education (E)

THE PERSON

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)
- Flexible, organised and able to manage competing priorities and deadlines (E)
- Commitment to and understanding of safeguarding, equality, diversity and inclusion (E)
- Commitment to continuing professional development, individually and within teams (E)
- Approachable, non-judgemental and values led (E)

SPECIAL CIRCUMSTANCES

- Subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service (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 (minimum 0.8 FTE) basis indefinitely.

Salary will be £38,784 to £46,049 per annum on Grade 7 on the single salary spine (pro rata for part-time).

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. It is essential that one of the on campus days is 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 leave 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).

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 **31 August 2026**.

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 in person on **15 September 2026** and we will inform you of the outcome of your application prior to this date.

Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed, subject to qualifying criteria (please ensure that you keep all receipts). Please note that if you are offered a post and decline the offer, travel and incidental expenses will not be reimbursed.

ABOUT STUDENT AND ACADEMIC SERVICES (SAS)

From the first point of registration to graduation and beyond, SAS provides a full range of support for students, the UEA community, research community and partner organisations.

SAS are responsible for delivering student-centred services, building community at UEA and driving an excellent & holistic student experience across the whole student lifecycle.

SAS also oversees the academic regulations and quality management at the University to ensure a consistent and equitable learning experience and research environment is provided to UEA students by maintaining and enhancing standards.

The division is comprised of several core elements:

- Student Wellbeing and Support Services
- Student community activity and residential life support
- Listening to the voice of the students and closing the feedback loop across the University
- Academic Registry Services inc. Academic Quality and Assurance
- Careers Services, Partnerships, Apprenticeships and Placements
- UEA's Postgraduate Research Service
- Strategy and evaluation of UEA's whole institutional approach to widening access and participation

SAS works in partnership with the Chief Operating Officer and the Pro-Vice Chancellor (Student Experience and Education), so that the University maintains and improves its competitive position in delivering an excellent student experience, graduate experience, and outcomes.





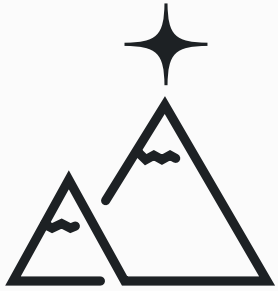
OUR VALUES

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), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir 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 X [@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) 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 1930s 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 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 13th for reduced inequalities (Times Higher Education Impact Rankings 2025). 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 hold an Athena SWAN Silver Institutional Award (since 2019) in recognition of our advancement towards gender equality for all. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

