



**Welfare Officer**  
**Candidate Information Pack**  
November 2021

## A message from our Chief Executive

Thank you for showing an interest in this position with us.

UKSA inspires and supports children & young people to broaden their horizons through our life enhancing water-based adventures, education and training for careers at sea.

Founded over 30 years ago by philanthropist and entrepreneur, Noel Lister and his wife Sylvia, over 150,000 people have benefited from our training and watersports programmes so far.

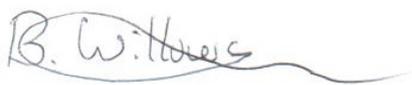
We believe all young people have a need but there are those that require greater support. Living through this period of austerity now, more than ever, the impact of COVID-19 has hit the schools and young people in the most disadvantaged areas the hardest. We know that many children and young people are missing out on life-changing opportunities because schools, local authorities and parents simply can't afford to pay for them. The fragility of these young peoples' mental health is exacerbated by a reliance on isolating social media 'screen time'. Our outdoor learning programmes on the water are the antithesis to this.

In conjunction, we know that a career at sea can provide a life of adventure for those who are inspired to follow this path. We support all students with an aspiration for a long-term career in Maritime. Our aim is to remove both financial and social barriers to enable students from any background to be able to access UKSA programmes. We want them to achieve their best and gain life-changing experiences, qualifications and careers.

2020 has been an unexpected challenge for all but we enter 2021 with renewed optimism for the future. We will start the construction of a new 136 bed accommodation on site in Cowes, having raised £3.8m from donations to fund the project. With the news of the COVID vaccine being rolled out across the UK, we are eagerly awaiting the arrival once again of children and our students back to their programmes and courses. Our new strategy (summarised below) is centred on extending our reach to more children and young people with the aim of helping them break free from their existing lives, the new 'normal' that COVID-19 has created and continue to prepare them for training and work.

We have an exciting time ahead. Adapting to COVID-19 has been a challenge, but one that UKSA has met due to our amazing staff base.

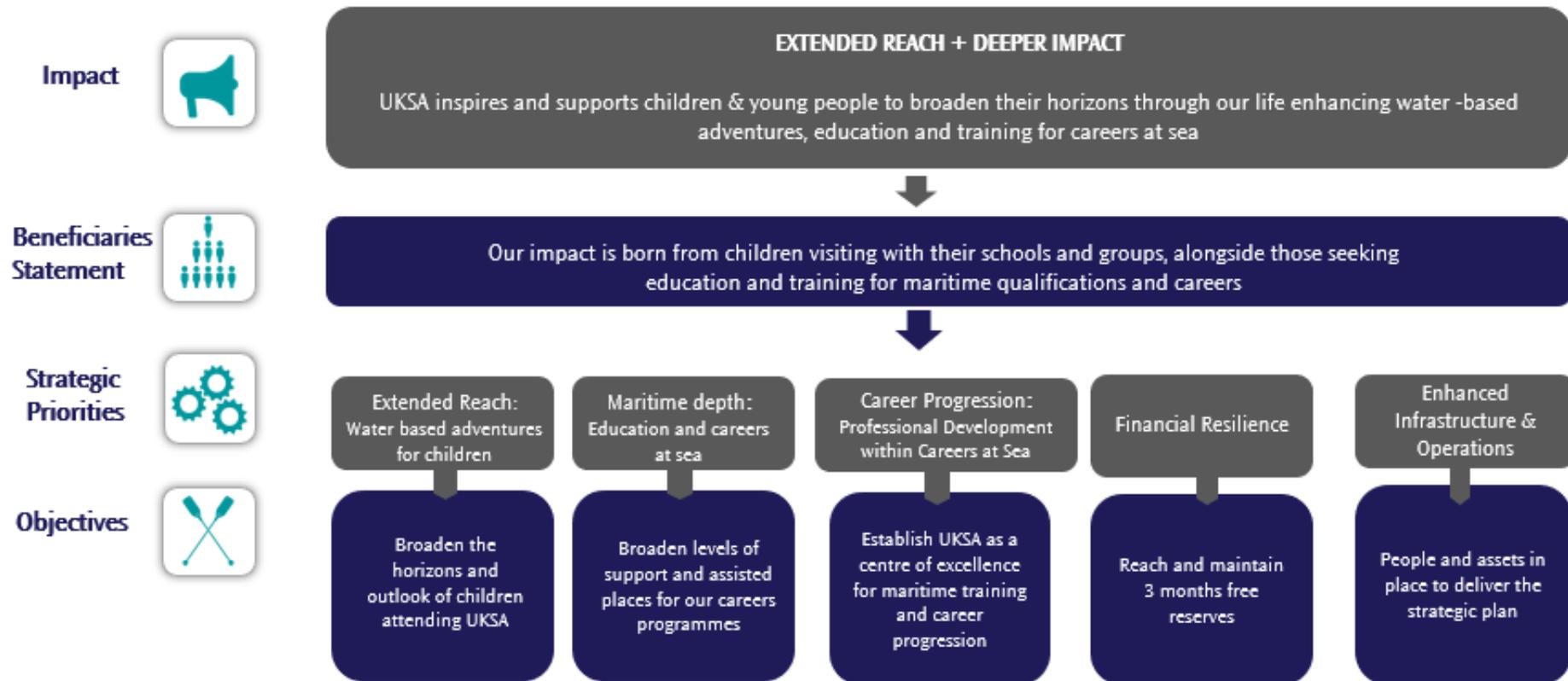
If you have any questions, then please do not hesitate to contact me and I look forward to your application.

A handwritten signature in blue ink that reads "B. Willows". The signature is written in a cursive style and is underlined with a wavy line.

**Ben Willows**  
Chief Executive

Below is a summary of our "Extended Reach" Strategy:

# IMPACT LED STRATEGIC APPROACH



## About Us

For over 30 years we have been helping children take their first steps on the water, launching careers, pushing personal training development with world-class training and offering transformational opportunities as a leading youth charity.

We provide adventures for 8,000 children and train over 1,500 professional career students to work within the growing global maritime sector each year. We support our students to believe in themselves by providing a hand up not a handout. Our professional education, mentoring and training pathways create exciting long-term maritime career opportunities empowering our students to succeed for themselves, their communities and society.

Our aim is to remove both financial and social barriers to enable students from any background to be able to access UKSA programmes. We want them to achieve their best and gain life-changing experiences, qualifications and careers.

In 2019 /20 we welcomed over 8,000 children and their leaders from 130 schools and groups across the UK. Our water-based programmes are designed to increase children's life and leadership skills, build confidence and encourage teamwork with their peers. For many, UKSA is their first experience of the sea and being away from home.

Our world-class professional training and further education courses provide an alternative to university, we provide vocational training and qualifications to gain a career in the Maritime industry. We are also widely recognised throughout the world for our MCA and RYA training courses and are one of the world's top providers of MCA yachting certificates.

As a charity, we do much more than deliver training and certification. We also offer a range of development programmes that help transform the lives of those from the most deprived areas of the UK.

If we sound like the place you want to be, and you are ready to make a difference, check out our application process below.

## Application Process

Please complete the application form which is available on the website and email it to [recruitment@uksa.org](mailto:recruitment@uksa.org)

**Closing Date:** 3<sup>rd</sup> December 2021

**Interview Date:** 10<sup>th</sup> December 2021

Shortlisted applicants will be invited to:

- Attend an interview

## Job Description:

<b>Job Description and Person Specification</b>	
<b>Job Title:</b>	Welfare Officer
<b>Reporting to:</b>	Safeguarding and Welfare Manager
<b>People/Team Management:</b>	N/A
<b>Band:</b>	B3
<b>Key Purposes:</b> <ul style="list-style-type: none"> <li>• To support operational managers with the implementation, delivery and communication of our Student Welfare, Safeguarding, and Wellbeing activities</li> <li>• Acting as a point of contact for all student welfare and wellbeing queries, concerns and issues.</li> <li>• To provide a supportive emotional base for all students on site</li> <li>• Promote UKSA's culture of mental health and wellbeing for all seafarers.</li> </ul>	
<b>Duties, Responsibilities and Accountabilities</b> <p><b>Student Welfare:</b></p> <ul style="list-style-type: none"> <li>• Liaising with parents/guardians/carers regarding medical conditions including obtaining parental consent where necessary for treatment/ administration of medication.</li> <li>• Supporting students on occasion to attend medical appointments, CIN or CP meetings.</li> <li>• Contribute to the development of support resources to provide additional guidance for seafaring students in relation to welfare, wellbeing and health and link in with industry partners and leaders.</li> <li>• To promote and drive government and maritime mental health and wellbeing campaigns.</li> <li>• Support the drive of an all student and staff physical and mental health agenda at UKSA in conjunction with key operational contacts, that link in with the maritime industry.</li> <li>• Contributing to and developing resources that promote health and wellbeing</li> <li>• Delivering student wellbeing days and sessional work</li> <li>• Ensure all students are equipped, mentored and receive sufficient coaching to assist individuals to reach their full potential and wellbeing.</li> <li>• To support and organise youth led safeguarding campaigns for example developing a student led council.</li> </ul>	
<b>Pastoral Care:</b> <ul style="list-style-type: none"> <li>• To provide pastoral support to all students for the duration of their course and aftercare and in certain circumstances prior to course start.</li> <li>• Contributing to the reviewing of student wellbeing related policies and procedures.</li> <li>• Promoting an inclusive and safe environment.</li> <li>• Promoting student mental and physical wellbeing across UKSA, organising and running initiatives and activities to raise both wellbeing and increased awareness of looking after individual's own mental health.</li> <li>• Undertake daily checks on Sales Force to ensure we are prepared in our delivery. Checks to include that we are aware of individual needs in relation to dietary, learning and medical needs and ensuring our processes are safe.</li> </ul>	
<b>Student Disciplinary:</b> <ul style="list-style-type: none"> <li>• Providing support and guidance to students regarding potential consequences of the Student Disciplinary Procedure if invoked.</li> </ul>	

<ul style="list-style-type: none"> <li>Assisting students with initial behavioural/ conduct issues to avoid the implementation of the Student Disciplinary Procedure being required.</li> </ul>
<b>Safeguarding:</b> <ul style="list-style-type: none"> <li>Be a designated Safeguarding Lead and maintain the relevant valid qualifications and keep up to date with current legislations.</li> <li>Liaising with external bodies regarding safeguarding and welfare issues as required.</li> <li>Contributing to the implementation and reviewing of safeguarding related policies, procedures and reporting guidelines.</li> </ul>
<b>Administration:</b> <ul style="list-style-type: none"> <li>Ability to analyse and capture key information for Directorship, Leadership and Safeguarding meeting feedback.</li> <li>Keep confidential notes to assist role.</li> <li>Be able you use Word, Outlook and Excel.</li> </ul>
<b>Health &amp; Safety:</b> <ul style="list-style-type: none"> <li>Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our shared legal requirements.</li> </ul>
<b>Individual Performance and People:</b> <ul style="list-style-type: none"> <li>Lead by example to promote adherence to all policies and procedures and upholding the Vision, Purpose and Values of UKSA.</li> <li>Understand role objectives and how these fit in with, and contribute to, the strategic aims and performance of each department and the overall success of UKSA.</li> <li>Take responsibility for your own performance and development by preparing for and taking full part in 1:1 reviews and appraisals with your manager.</li> <li>Provide on call evening and weekend support to Duty Managers as and when required.</li> </ul>
<b>General:</b> <ul style="list-style-type: none"> <li>Comply with and promote UKSA equality and diversity, data protection and health &amp; safety policies and procedures.</li> <li>Make a commitment to deliver excellent customer service.</li> </ul>
<p>This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.</p>

## Person Specification

Person Specification		
	Essential	Desirable
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>Confident and up to date knowledge of welfare and safeguarding issues and best practice knowledge in relation to managing any situations that may arise.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of working with young people and adults who may have experienced difficulty and challenge and the issues this may present.</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of working with a range of ages (Children, teenagers and adults) and the differing issues that each development stage can present with.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of working with diversity and skills to reduce barriers to learning.</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Level 2 Safeguarding Foundation</li> <li>• NVQ 4 or above in Children and Young People Studies or equivalent</li> <li>• Level 3 Working Together to Safeguard Children (or willing to work towards).</li> </ul>	<ul style="list-style-type: none"> <li>• A therapeutic qualification for example in counselling practices or a coaching qualification.</li> <li>• Qualified First Aider or willingness to gain this qualification.</li> <li>• Qualified Mental Health First Aider or willingness to gain this qualification.</li> <li>• Full Driving Licence.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working with a range of ages, abilities and different personalities.</li> <li>• Proven experience of providing pastoral and emotional support based welfare provision</li> <li>• Ability to maintain and understand the importance of confidentiality and the concept of information sharing within legal remits</li> <li>• Understanding of the importance of Wellbeing and Safeguarding boundaries and regulations</li> <li>• Experience of providing learning support and identifying barriers to learning within an educational environment</li> </ul>	<ul style="list-style-type: none"> <li>• Practical Health &amp; Safety experience</li> <li>• Experience of working with groups and delivering wellbeing sessions or a willingness to learn</li> <li>• Experience of developing professional and effective working relationships with parents, carers, guardians.</li> <li>• Experience of working with young people who may exhibit behaviours that society may find challenging.</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Dealing with individuals experiencing poor mental health and wellbeing concerns</li> <li>• Ability to demonstrate high levels of resilience when working in challenging and often distressing situations</li> <li>• A calm and pragmatic, yet empathetic approach</li> <li>• Demonstrates a strong motivation to deliver the highest standards of welfare and safeguarding</li> <li>• Ability to effectively work collaboratively, and cross-functionally</li> <li>• Ability to stand up in front of a group to share wellbeing and healthy living guidance.</li> <li>• Ability to engage with the sometimes disengaged.</li> <li>• Be patient, kind, fair and non judgemental.</li> </ul>	

## Key Terms and Conditions

<b>Salary</b>	£26,000-£30,000 per annum  Payable on 28 <sup>th</sup> of each month
<b>Annual Leave</b>	25 days plus Bank Holidays  The leave year runs from 1 December to 30 November
<b>Working Hours</b>	40 hours per week over 5 days  Flexibility in your hours will be required to include weekends, public holidays, and evenings as the needs of the business dictate
<b>Location</b>	You will be based onsite  UKSA Arctic Road Cowes Isle of Wight PO31 7PQ
<b>Pension</b>	National Employment Savings Trust Employee contribution of 5% Employer contribution of 3%
<b>Sickness</b>	In the first three months of employment you are entitled to Statutory Sick Pay only and thereafter in accordance with UKSA Policy
<b>Notice Period</b>	Probation period of 6 months  During the probationary period notice will be 1 month and after that 3 months' notice will be required
<b>Disclosure and Barring Service check</b>	Enhanced DBS disclosure will be applicable

