

Person Specification

Staff Welfare Assistant

Qualifications & Experience	Essential	Desirable
<ul style="list-style-type: none"> Good standard of general education (NVQ level 2 or equivalent) 		✓
<ul style="list-style-type: none"> Mental Health First Aid (MHFA) Certification or willingness to gain the qualification 	✓	
<ul style="list-style-type: none"> Experience working in a welfare or pastoral care role, ideally within a corporate public sector setting. 		✓
<ul style="list-style-type: none"> Experience signposting individuals to external support services (e.g., EAP, wellbeing support) 		✓
Skills and Knowledge	Essential	Desirable
<ul style="list-style-type: none"> Ability to build trusting collaborative relationships 	✓	
<ul style="list-style-type: none"> Proven ability to handle sensitive individual cases with discretion and empathy. 	✓	
<ul style="list-style-type: none"> Experience of maintaining accurate, confidential records in compliance with GDPR. 	✓	
<ul style="list-style-type: none"> The ability to listen without judgment and identify appropriate support 	✓	
<ul style="list-style-type: none"> Strong verbal and written skills for drafting correspondence and conducting one-to-one meetings. 	✓	
<ul style="list-style-type: none"> Ability to remain calm and objective when mediating workplace stressors. 	✓	
<ul style="list-style-type: none"> Experience of using Google Workspace 		✓
<ul style="list-style-type: none"> Experience of working with management information systems such as Arbor 		✓
Personal	Essential	Desirable
<ul style="list-style-type: none"> Commitment to the safeguarding of children and following relevant policies 	✓	
<ul style="list-style-type: none"> Awareness of and commitment to equality 	✓	
<ul style="list-style-type: none"> High expectations of self and others 	✓	
<ul style="list-style-type: none"> Resilience when managing challenging situations 	✓	
<ul style="list-style-type: none"> Ability to prioritise time effectively and work to deadlines 	✓	
<ul style="list-style-type: none"> A natural desire to help others and improve their daily working lives. 	✓	
<ul style="list-style-type: none"> Self-motivated and able to work on initiative 	✓	
<ul style="list-style-type: none"> Approachable and flexible 	✓	