



JOB DESCRIPTION

Job title	Welfare Assistant
Salary range	£12.71 an hour + holiday pay
Department	Commercial
Working pattern (hours/weeks etc)	Event based, primarily evenings and late nights
Responsible to	Deputy Venue Manager and Venue Supervisors
Supervisory responsibility	N/A
Job purpose	Maintain a safe, supportive and inclusive environment across NTSU's large-scale events, working alongside the medic, security and venue management team providing frontline wellbeing support to students.

Main duties and responsibilities

1	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.
2	Provide friendly, approachable and non-judgemental welfare assistance to students during busy events, whilst ensuring privacy and dignity.
3	Engage with attendees proactively and identifying individuals who may need help due to intoxication, anxiety or distress.
4	Work closely with the medics to ensure students receive appropriate care such as reassurance, comfort measures, support and recognising when a student needs to be referred to a medic for clinical assessment.
5	Escalate any safeguarding or high-risk incidents to supervisors, Medics or security.
6	Monitor welfare areas and quiet spaces, ensuring a calm and safe environment.
7	Support medics by gathering relevant information and follow NTSU procedures for incident reporting and documentation.

8	Assist in managing separated individuals and utilising the Emergency Taxi Scheme where necessary.
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Secondary and other duties

1	Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions.
2	Participate in event briefings, debriefs and share observations to help identify trends and improve student safety.
3	Contribute to creating a positive harm-reduction culture at events.
4	Maintain clear communication with medics, security, bars and venue management via radio and in person.

Conduct and Attitude

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

Standards

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

Miscellaneous

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions/person specifications to ensure they accurately reflect each role.

- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.

EMPLOYEE SPECIFICATION

Job title	Welfare Assistant
Department	Commercial
Responsible to	Deputy Venue Manager and Venue Supervisors

Criteria	Essential	Desirable
Experience	In customer facing roles	Familiarity with sustainable office practices
	Reliable, punctual and able to work late-nights	Work at events, nightlife venues or high-pressure environments
		Welfare, support work and first aid
Skills	Strong interpersonal and communication skills	Emergency First Aid at Work training
	Remaining calm and composed in busy, loud or high pressure environments	
Knowledge	Of harm-reduction approaches	Understands what can be recycled on campus, and how to recycle it properly
	Of Ask Angela and the Emergency Taxi scheme	
Values	Commitment to student safety and wellbeing	
	Empathetic and non-judgemental	