**Job Description – Advisor (Staff Wellbeing Service)**

**Reporting to:** Programme Manager (Staff Wellbeing Service)

**Contract duration:** Fixed term until March 2026

**Hours of work:** 37.5hrs per week excluding lunch (part-time, job-share and flexible working will be considered)

**Salary:** £44,000

**Location:** Wales, home based.

**Introduction**

Education Support was established nearly 150 years ago. We were set up by teachers, for teachers. We’re here for everybody working within education, across all four nations of the United Kingdom.

Our mission is to improve the mental health and wellbeing of teachers and education staff. We believe that better wellbeing leads to better education. This leads to better life chances for everyone.

We provide high quality, evidence-led, support across the sector. We offer support at three levels:

* + Individual – We work with individuals to prioritise their own mental health and wellbeing, recognising that everything can’t be fixed at the individual level, but that people can be supported to make positive change where possible, as workplace and system change take time.
  + Workplace – Plenty of evidence indicates that cultures in schools and colleges has a real impact on staff experience, their wellbeing and effectiveness. By helping leaders create great cultures, we increase the number of workplaces where staff thrive.
  + The whole system – individual educators and workplaces exist in a wider system that is facing many challenges. We are working to influence sector stakeholders and the government to create the conditions that support good staff wellbeing across education. Our research activity helps us build evidence around key challenges of national importance, such as staff retention in schools.

Find out more about us at [www.educationsupport.org.uk](http://www.educationsupport.org.uk/)

**Job Purpose**

The Staff Wellbeing Advisory Service in Wales will deliver support to schools at two levels:

**Reach and engagement:** Reaching as many schools as possible in Wales with high quality information, resources and tools. Providing immediate and short-term support where schools will receive immediate staff wellbeing challenges and respond by providing bespoke resources and tools to meet their needs. This will be delivered predominately online.

**Culture change:** Working with a smaller cohort of schools who have the capacity to engage in a longer-term culture change programme, both face-to-face and online. Tracking impact of this work we'll understand what works, what doesn’t and how more in-depth culture change work is sustained. This insight will enable us to build on culture change work in future years.

The Advisor (Staff Wellbeing Service) will be responsible for delivering activity to achieve success at the culture change level of the Staff Wellbeing Advisory Service. The Advisor will work closely with schools in Wales, facilitating them to successfully implement practices that improve school culture and staff wellbeing.

**Duties and Responsibilities**

* To support the development, delivery and testing of Education Support’s work to provide high quality, evidence-led, support at the workplace level in Wales.
* Working with a cohort of schools in-depth (face-to-face and online) facilitating them through a programme of culture change, testing and piloting our approach. Learning from these phases to work with the Staff Wellbeing Service: Service Lead and Director of Programmes to re-iterate and re-design workplace services, based on learning and feedback.
* Build trusting and connective relationships with school leaders, and those responsible for staff wellbeing, leading to meaningful engagement in our culture change work.
* Guided by co-production principles and good practices, work directly with the education workforce to shape the Staff Wellbeing Advisory Service moving forward.
* To proactively keep up to date with the most recent research and literature on workplace wellbeing, culture and neuroscience that will help shape our ongoing work with schools in Wales.
* Responsible for ensuring our culture change work is delivered to a high standard, working within Education Support’s Quality Assurance (QA) Framework and service specific QA processes.
* Direct line management responsibilities. Carrying out line management duties including 1:1 meeting’s, appraisals and providing space for connection, reflection, learning and development.
* Working with Education Support’s Content Manager, using insights, knowledge and expertise to shape high quality content that will support our aim of improving school cultures to support better staff wellbeing.
* Establish methods of sharing good practice between schools and encourage collaboration where needed.
* Proactively gathering intelligence and insights from our culture work to help shape our work with schools and wider activity at Education Support.
* Establish methods of connecting and sharing good practice between our culture work and our reach work, proactively collaborating with the other Staff Wellbeing Service: Advisor (Culture) and Staff Wellbeing Service Advisor (Reach).
* Provide regular information on the progress of our culture change work in Wales, supporting Education Support to report progress to our funder Welsh Government.
* To embody a culture of learning and reflecting, both in terms of own professional practice and to allow us to improve and iterate our support to beneficiaries.

These duties must be carried out with due regard to the Education Support’s Equal Opportunities Policy, Health and Safety procedures and undertake duties in line with the Charity's and other relevant codes of practice.

**Person Specification**

**Experience, skills and knowledge**

**Experience**

* Experience of working directly with organisations, and their staff, to understand organisational culture with the aim of improving staff mental health and wellbeing.
* Experience of providing high quality advice, guidance and support responding to the specific needs of beneficiaries.
* Experience of working with staff at a senior level.
* Experience in good quality facilitation of groups.
* Experience of working with co-production principles and supporting the facilitation of good quality co-production.
* Experience in supporting service, project or programme design.
* Experience in developing, and delivering, high quality workshops and presentations.
* Experience of developing, and maintaining, strong stakeholder relationships to work towards a common goal.
* Experience of working within robust Quality Assurance Frameworks and proactively providing suggestions for quality improvements.
* Experience in a line management role.
* Experience of gathering intelligence and insights to inform service improvements.
* Experience of supporting the development of good quality content.

**Skills**

* Strong interpersonal skills, with the ability to build trust and connection for good quality engagement.
* Strong reflective listening skills.
* Excellent group facilitation skills.
* Skilled in being able to ask good quality questions, using coaching principles and techniques.
* Ability to self-reflect and hold reflective space for others.
* Excellent verbal and written communication skills.
* Excellent presentation skills, with the ability to adapt presentations to meet the needs of different audiences.
* Good people management skills
* Ability to build constructive relationships with colleagues, contributing to a team culture of learning and reflecting.
* Ability to assess insights and intelligence that is relevant and useful for ongoing service development and delivery.
* Ability to maintain clear and concise case records for reporting purposes.

**Knowledge**

* Knowledge of coaching principles and techniques
* Knowledge of co-production principles and techniques
* Knowledge of workplace mental health, including the types of interventions, tools and resources organisations can use to improve staff mental health and wellbeing.
* Understanding of the current issues impacting on the mental health and wellbeing of education staff in Wales.
* Understanding of the education system in Wales.

**Desirable**

* Welsh language skills (oral and written)
* Experience using databases to record and report information.