

STUDENT SERVICES & WELFARE COORDINATOR

APPLICANT INFORMATION



FOURTH MONKEY



"Fourth Monkey are at the forefront of a significant change within the industry, a change that is seeing actors evolve into artists to enable themselves a self-sustainable and varied career in an industry that requires this adaptability and dexterity to flourish."

STEVE GREEN

**Artistic Director & JOINT
CEO**



JOB DESCRIPTION

STUDENT SERVICES & WELFARE COORDINATOR

This applicant information pack contains full details in relation to the role and the job specification. We ask applicants to read all the information carefully before submitting their application.

Fourth Monkey is seeking a dedicated and enthusiastic individual to join our team as a full-time Student Services & Welfare Coordinator. The role undertakes primary responsibility for all Student Services and Wellbeing matters at Fourth Monkey.

The role being the first point of contact for student support services; helping students with specific learning differences, access requirements, health needs, social and emotional development to encourage engagement and attainment within an inclusive learning environment.

The Student Services & Welfare Coordinator will directly oversee on-going student cases and meetings, oftentimes resulting in the creation of individual learning plans, managing reasonable adjustments, assisting with disabled student allowance applications and acting as the designated Safeguarding lead. Signposting to a bank of external agencies to ensure students are appropriately supported is also a key function of the role.

The Student Services & Welfare Coordinator will also work directly with the Director of Training to create key documentation: Timetables, Practitioner Breakdowns, Academic Term Dates, Student Profiles, Headshot Registers, Cast Lists, Study groups etc to ensure the smooth-running of the academic infrastructure and the student lifecycle.

The ideal candidate will have excellent communication, administrative and organisational skills. An interest in performing arts is beneficial.

This role is about supporting student success.



TERMS & CONDITIONS

Job Title:	Student Services & Welfare Coordinator
Contract:	Full Time (1.0 FTE)
Starting Salary:	£32,000-35,000 pa. depending on experience
Place of Work:	The Monkey House, London N7
Hours of Work:	Standard office hours are Monday to Friday 9am - 5.30pm, 40 hours per week, but there will be some requirement to work outside of these hours for which time off in lieu will be awarded for agreed extra hours, above and beyond contractual obligation
Probation:	All new employees are required to undertake a period of probation for 3 months
Responsible to:	Director of Training
Key Relationships:	Students, Staff, Practitioners, Student Representatives & Key External Stakeholders, and other pertinent external contacts
Annual Leave:	Annual leave is 32 days per year, inclusive of paid bank holidays
Pension:	All staff will be automatically enrolled into a work Pension Scheme as part of our requirement to meet automatic enrolment legislation
Benefits:	Fourth Monkey offers a cycle to work scheme and subsidised welfare support for all staff

KEY RESPONSIBILITIES

- Facilitating one-to-one meetings with students online and in person
- Developing bespoke support packs for students
- Maintaining knowledge base of specialist support services
- To act as a link between training team, student & external support referrals
- Follow policies and procedures with respect to all student data sharing
- Developing differentiations and reasonable adjustments for students
- Creating & Monitoring Individual Learning & Support Plans
- Supporting students with DSA applications
- Engaging students in the Academic Engagement Policy
- Writing supporting documents for student's Extenuating Circumstances
- Building, editing and maintaining student profile documents
- Maintaining student databases: e.g. health or diagnosis changes etc
- Liaising with Training and Academic Services for attendance monitoring
- Supporting practitioners (when connected to a welfare or learning concern)
- Support the maintenance and monitoring of academic engagement practices
- Assist intermitted, temporarily withdrawn from learning to re-integrate them back to study
- Facilitating training for new staff to ensure high quality safeguarding and safety practices are adhered to and upheld
- Maintenance of a sustainable and accessible wellbeing bursary
- Creating content warnings and wellbeing plans for productions
- Liaison with our accrediting partner Falmouth University, exchange of best practice and adherence to academic policies and procedures

ADDITIONAL ACADEMIC RESPONSIBILITIES

- Liaising with other departments to support the building of relevant academic documentation; timetables, student profiles, registers etc
- Contributing to the maintenance of the Academic Services and Student internal drives and filing systems
- Supporting academic procedures in relation to student assessment, attainment and attendance



GENERAL

- Adhere to all internal policies and procedures
- Maintain accurate records and systems to enable efficient reporting and departmental management
- Collaborate with other Fourth Monkey staff to enhance the overall student experience
- Participate in recruitment events, open days, and other relevant activities such as inductions, enrolment and graduation
- Uphold Fourth Monkey's founding principles in relation to access and inclusion

Fourth Monkey is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, religion or belief.



QUALIFICATIONS & EXPERIENCE

REQUIRED

- At least 2 years' experience of working in a student services or safeguarding role, ideally within a Higher Education institution
- Knowledge of the Higher Education sector; in particular, of student services management and administration
- Knowledge and understanding of Disabled Student Allowance processes as well as a comprehensive knowledge of disability and equality legislation
- Educated to degree level, or relevant qualification
- Demonstrable rigour in reporting and administrative management

SKILLS

REQUIRED

- Excellent people management and interpersonal skills, and experienced in managing all aspects of the student / client relationship
- A full understanding of and the ability to demonstrate best practice in safeguarding
- Understanding of data privacy standards; strong communication skills, both written and verbal
- Organisational skills; planning skills; analytical skills; critical thinking skills, multi-tasking & problem solving abilities
- Integrity, honesty

DESIRABLE

- Proficiency in Customer Relationship Management (CRM) and Virtual Learning Environment (VLE) systems



KNOWLEDGE AND UNDERSTANDING

REQUIRED

- An awareness of Higher Education learning / arts training environments
- An understanding of Higher Education procedures, data processing and reporting

DESIRABLE

- Knowledge and understanding of SFE and other funding bodies'
- An understanding of, and interest in, the work of Fourth Monkey

PERSONAL QUALITIES

REQUIRED

- Well-motivated, person-orientated and driven
- Excellent interpersonal skills and willingness to work as part of a small team and on one's own initiative
- Flexibility within a changing environment
- A commitment to our accessibility and inclusion principles

In return we offer a competitive salary, incentives, rewards, benefits and access to a cycle to work scheme and subsidised health and wellbeing support for all staff after stipulated period of employment.



SUBMITTING YOUR APPLICATION

To apply for this role you can make one of the following applications.

In Writing

Please send an up to date CV, a cover letter, a completed [Equal Opportunities Monitoring](#) form, and the contact details of two referees (we will not take up references before short-listing nor without your express consent).

Please note, your cover letter should be used to tell us how you think you meet the requirements in the person specification. Ensure that you draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job and give examples to support what you say. Your CV and your cover letter should each be no more than 2 sides of A4. Your application should be emailed to jobs@fourthmonkey.co.uk.

Audio

An audio application can be made by emailing an .MP3 audio file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. Audio should be clear and easy to hear and understand. To submit an audio application email the file to jobs@fourthmonkey.co.uk with the role title and your name included in the subject line. If the file is large please use a file sharing site such as www.wetransfer.com.

Video

A video application can be made by emailing a .MP4 or .MOV video file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. There is no dress code for video applications. To submit a video application email the file to jobs@fourthmonkey.co.uk with the role title and your name included in the subject line. If the file is large please use a file sharing site such as www.wetransfer.com, or upload a private video to a hosting site such as YouTube, and send the link for viewing

Applications regarding the role should be emailed to jobs@fourthmonkey.co.uk by the deadline of **12PM FRIDAY 3 JANUARY 2025**.

PLEASE NOTE: **INTERVIEWS WILL BE CONDUCTED ON A ROLLING BASIS WITH FINAL INTERVIEWS WEEK COMMENCING MONDAY 13 JANUARY 2025**

APPLICATION PROCESS

The process has two to three stages:

- An application
- Interviews for shortlisted candidates
- Second round interviews for further shortlisted interviewees if deemed necessary

HOW WE ASSESS YOUR APPLICATION

- Each application is assessed by team leaders of the department you are applying to - typically a manager with a knowledge of the requirements of the role. Requirements are outlined in the above sections of this pack.
- The assessor team will determine a shortlist of candidates for interview
- You will be notified by email if you are shortlisted for an interview. Interviews take place in-person or online using Zoom
- The interview will be conducted by 1 or 2 interviewers who have a knowledge of the requirements of the role. They will assess your interview with a mixture of comments and scores for how closely they think you meet the requirements of the role
- If deemed necessary, a second interview will be conducted and will be an opportunity to discuss a particular area of the role in more detail
- Due to the volume of applications received, we regret that we are unable to notify applicants that are not successful at the application stage or provide feedback

IF YOUR APPLICATION IS SUCCESSFUL

- You will receive an offer by phone & email, confirming the terms and other relevant information
- You will be invited to discuss any access requirements you have so we can discuss what adjustments can be made together
- You are welcome to ask any further questions prior to accepting the offer
- After you accept your offer, you will be sent a contract to sign and any other relevant information

SUPPORT

If you require help with your application or a status update you may contact us by:

- Email: jobs@fourthmonkey.co.uk
- Phone: +44 (0)207 281 0360

We aim to reply to all enquiries within 7 days.

WE ARE FOURTH MONKEY

Established in 2010 to provide a fresh and dynamic approach to professional actor training and challenge the status quo of traditional conservatoire schools. Fourth Monkey is also a critically acclaimed Ensemble Theatre Company renowned for its visually stunning and compassionate storytelling.

Our undergraduate and postgraduate courses are designed to reflect the reality of the performing arts. The unique Fourth Monkey curriculum of **ACT. MAKE. MOVE. COLLABORATE.** embraces artistic innovation to ensure our students are trained as artists as well as actors and as such given the tools and opportunity to succeed in the industry in which we operate.

The goal of Fourth Monkey was, and will always be - to create a world ignited by a visceral cacophony of bold, diverse voices and, since its inception, we believe that we have gone some way towards making that happen. We are not there yet and neither is the industry, but we are genuinely striving to change the industry within which we work to be a better and more inclusive space for everyone.

We believe in providing clear pathways for people to participate in the Performing Arts and to receive an education. We believe this is a positive way to create true societal change.

OUR VISION is to create societal and cultural change through performance and training excellence.

OUR MISSION is to revolutionise the arts through innovative actor training, performance excellence and collaboration.



“Fourth Monkey started life as a revolution. It has now become a genuinely visionary trailblazer and we are grateful to all of those who have been part of our journey and those we are yet to encounter.”

CHARLEEN QWAYE

Director of Training & JOINT CEO

