

Post Details		Last Updated: 6/3/25	
Faculty/Administrative/Service Department	Chief Student Office		
Job Title	Sexual Assault and Harassment Support Officer		
Job Family	Professional Services	Job Level	3
Responsible to	Associate Director of Wellbeing and Disability		
Responsible for (Staff)	SVLO volunteers across University		
Job Purpose Statement <i>This should be an accurate, concise, un-detailed statement (short paragraph) of what the post is and why the post exists in terms of its contribution or result e.g. improved student/staff experience, increasing University funds etc.</i>			
This role will support the University of Surrey’s agenda to ensure students who are survivors of sexual misconduct and assault are provided with expert support, advice and guidance.			
The role holder will be one of the first points of contact for students who have experienced sexual violence, they will manage referrals and sign post or refer to external support services.			
The role will be responsible for the continued development of the training in sexual misconduct and awareness and the tracking of compliance in order to meet the Office for Student E6 Conditions of Registration.			
Key Responsibilities <i>This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)</i>			
<div>1. Act as a first point of contact for students and provide specialist advice and support who have experienced sexual harassment and/or sexual violence. These referrals will come either as a result of submissions into the University’s Report and Support system or direct contacts from students or referrals by staff to the Centre for Wellbeing or Student’s Union.</div> <div>2. To develop the Sexual Violence Liaison Office (SVLO) service provision and be the lead SVLO for the University, coordinate the SVLO service and volunteers, be the first point of contact for questions and concerns and develop and improve the service provision.</div> <div>3. Produce and present student and staff training and monitoring of compliance in line with the OFS E6 Conditions of Registration and expectations of the University of Surrey.</div> <div>4. To provide students with impartial advice and guidance about the options available to them, refer to external services and liaise with the Office for Student Complaints and Regulations (OSCAR) team</div> <div>5. To maintain confidential and accurate notes that stand up to external scrutiny where necessary.</div> <div>6. Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary, understand and reference safeguarding principles.</div> <div>7. To develop a communication and events plan in collaboration with colleagues across the University such as OSCAR, Student Union, Wellbeing, Communities team and the Communication department to ensure students are reached and supported, especially from those who would not traditionally make reports of sexual violence/harassment</div> <div>8. Develop a working relationship with external services and coordinate their support and attendance at University events</div> <div>N.B. The above list is not exhaustive.</div>			
All staff are expected to: <div><div>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</div><div>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</div><div>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</div><div>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</div><div>• Undertake such other duties within the scope of the post as may be requested by your Manager.</div><div>• Work supportively with colleagues, operating in a collegiate manner at all times.</div></div> Help maintain a safe working environment by: <div><div>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</div><div>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</div></div>			
Elements of the Role <div>This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.</div>			

Planning and Organising *Where does the work come from? What planning is required, how complex is the planning and over what timescale e.g. days/weeks/months/annually/longer?*

- The post holder will be expected to plan and organise their own time and work independently to ensure they meet the needs of the students and staff
- The post holder will develop annual training schedules and compliance reporting frameworks.

Problem Solving and Decision Making *What types of problems or challenges are faced by the post holder and how are they solved? What kind of guidance is in place to support the problem solving process e.g. policies/procedures/protocols/legislation. You should detail the nature of the post holder's role in solving these problems, indicating whether the post holder thinks independently or in collaboration with others and how much freedom there is to provide solutions/make these decisions. You should also state what the impact of wrong decisions/judgement is and what happens in cases where the post holder is unable to find a resolution.*

- The role involves responding to complex and sensitive cases, requiring independent judgment within established policies, procedures, and legal frameworks.
- The post holder will be expected to draw on existing knowledge and work with colleagues across the support services and OSCAR to ensure cases are managed expertly.
- Complex decisions need to be balanced with student wellbeing and institutional compliance together with regulatory requirements.
- The post holder will escalate serious concerns to the Associate Director of Wellbeing and Disability when necessary.
- The post holder will highlight decisions that have the potential to disrupt institutional reputation and suggest strategies to preserve this.

Continuous Improvement *You should state whether the post holder is responsible for making any improvements within their area of responsibility, what level of improvement they may be required to make and what freedom they have to make those changes independently.*

- The post holder will be expected to maintain the data and undertake reviews and evaluation of the service to ensure the service is meeting the needs of the students and University
- The role will be expected to continually develop the working proactive guidance, protocols and procedures, regularly review and update as the service improves, under the guidance of the Associate Director of Wellbeing and Disability.
- The post holder will be responsible for ensuring their professional knowledge remains current by staying informed of contemporary themes, emerging trends, relevant legislation, and policy developments. This will be achieved through ongoing professional development (CPD), active engagement in networking opportunities, and collaboration with sector professionals and external organisations.

Accountability

What level of control has the post holder got for the achievement of their end results? How frequently does the post holder require supervision? What freedom do they possess to act with or without reference to guidance/procedures and/or supervision? Detail the discretion given to the post holder to direct resources, their answerability for the consequences of decisions and actions taken by themselves/their team and the impact. Detail the nature of the impact which the role exerts on end results and the area of the institution on which the role has impact.

- The post holder will be expected to engage in reflective practise on a monthly basis
- The post holder will be expected to attend and contribute to the Safeguarding Working Group, SVLO monthly meetings and Sexual Harassment and Violence Working Group.
- The post holder will be the lead for the SVLO volunteers, they will be expected to provide continuous development opportunities and ensure professionalism and expert support by the service.
- The post holder will be expected to understand the complexities around safeguarding and ensure any issues related to children or adults at risk is then escalated to the safeguarding team.

Dimensions of the role *Dimensions describe the statistics relevant to the job. Where relevant, you should cover the operational, financial or staffing aspects of the role. Relevant factual, quantitative information that describes the scope of the role, e.g. number of staff directly/indirectly reporting to them, financial aspects (budgets, contract, cash handling etc. and approximate figures), approximate number and type of student/customers the job affects directly/indirectly should be given.*

- The post holder will be asked to coordinate and lead the small number of volunteers across the University and lead the direction on the SVLO service with oversight from the Associate Director of Wellbeing and Disability.

N/B There will be no budgetary responsibilities

Supplementary Information *You may wish to include some information here that has not been captured in the other sections of the form, but still has a significant impact on the size of the job. This may include details such as for example the importance in some roles to influence, develop and change the motivation and behaviour of people.*

- The role requires influencing and advocating for improved institutional support structures for survivors of sexual violence.
- The post holder will need to engage with multiple stakeholders across the University and external support services to enhance student wellbeing.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience. Or: Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles	E	
Sexual Violence Liaison qualification/training	E	
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/Desirable	Level 1-3
Experience of using advice and guidance skills to a high level	E	3
A demonstrable understanding, and experience, of supporting people from diverse ethnic and cultural backgrounds and the impact this may have on reporting sexual harassment and violence	E	3
A demonstrable understanding, and experience, of supporting people from the LGBT+ community	E	3
Experience of offering support and advice to those who have experienced sexual assault, and have an understanding of the impact and dynamics of sexual assault	E	3
Experience of recording personal and sensitive information and of maintaining such records to a high professional standard, as required by appropriate data protection legislation	E	3
Experience of developing and delivering training programmes for a variety of audiences and levels of seniority	E	2
Independent Sexual Violence Advisor training	D	n/a
Special Requirements:	Essential/Desirable	
The role holder will be expected to attend occasional events out of hours/weekends especially during Welcome weekend	n/a	
Appointment subject to DBS Check at Enhanced level and 3 yearly updates	E	
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3	
Communication	3	
Adaptability / Flexibility	2	
Customer/Client service and support	3	
Planning and Organising	2	
Continuous Improvement	1	
Problem Solving and Decision Making Skills	2	
Managing and Developing Performance	1	
Creative and Analytical Thinking	1	
Influencing, Persuasion and Negotiation Skills	n/a	
Strategic Thinking & Leadership	n/a	

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

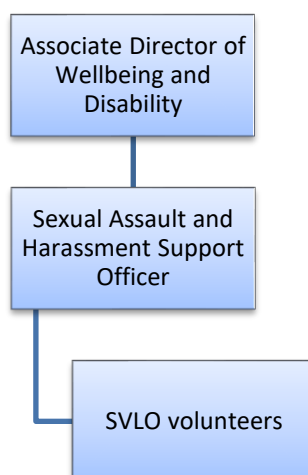
Organisational/Departmental Information & Key Relationships

Background Information You should include a short statement on the background of the Faculty and/or the department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g. why the project exists, what the strategy of the department is etc.

The post holder will be part of the Student Wellbeing and Disability Department, within the Chief Student Officer's Directorate (CSO). The CSO serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus.

The post holder will work with a wide range of internal and external partners to support students who are survivors of sexual assault, in addition the role will be integral to the development and role out of the E6 Conditions of Registration from the OFS.

Department Structure Chart Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10).



Relationships This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)

Internal

- Office for Student Complaints and Regulations
- Campus Safety
- Wellbeing and Disability staff
- Student Experience team
- Students Union
- SVLO volunteers

External

- RASASC (Rape and Sexual Abuse Support Centre)
- SARC (Sexual Assault Referral centre)
- Lime Culture
- Police