

# JOB DESCRIPTION

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|-------------------|---|--------------|------------|
| <b>Job Title</b>  | <b>Wellbeing Advisor</b>                  |              |            |
| <b>Reports to</b> | <b>Senior Manager, Wellbeing Services</b> |              |            |
| <b>Department</b> | <b>Business Operations and Services</b>   |              |            |
| <b>Job Family</b> | <b>Business Services</b>                  | <b>Level</b> | <b>TBC</b> |

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Business Operations & Services (BOS) provides a set of cross-School services that support the effective operation and sustainable growth of the School. The department works in partnership, and to provide essential operations and services, to Degree Education students, Executive Education participants, faculty and staff by ensuring that key services are delivered consistently, reliably, and at scale.

BOS brings together a selective group of scale-critical and risk-bearing services where clear ownership, standardisation, and resilience are essential. Its focus is on providing high quality service, ensuring consistency and efficiency, and strengthening operational reliability across the School.

Through defined service ownership, agreed service levels, and a data-informed approach to continuous improvement, BOS enables all audiences and stakeholders to focus on their core activities, while ensuring that the School's operating model can support increasing complexity and growth.

### Wellbeing

The Wellbeing Centre of Excellence is a centralised, cross-School service providing strategic and operational leadership across disability support, mental health, counselling and safeguarding. It ensures that students, staff and faculty are able to thrive in a high-performance environment

through inclusive, legally compliant and student- and staff-centred provision aligned with sector best practice.

Working in partnership with academic and professional teams, it provides expert advice, informs policy and decision-making, and uses data and insights to drive continuous improvement, consistency and high-quality support at scale.

## Job Purpose

The Wellbeing Advisor (Staff & Faculty) provides specialist advice, triage and signposting in relation to staff and faculty wellbeing concerns as part of the School's Wellbeing Centre of Excellence.

The role ensures that individuals and managers receive timely, accurate and proportionate guidance on wellbeing matters, including mental health, disability and reasonable adjustments, and are directed to the most appropriate internal or external support services.

The role focuses on:

- Clarifying concerns and assessing appropriate pathways
- Advising on policy, process and available support
- Coordinating referrals and escalation where required
- Ensuring consistent, compliant and well-governed practice

The post-holder does not provide therapeutic or clinical interventions, nor make employment decisions.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### Wellbeing Advice - Triage and Signposting

- Act as a defined point of contact for staff and faculty seeking guidance on wellbeing-related matters.
- Provide confidential, professional advice to help individuals and managers clarify the nature of a wellbeing concern; understand available support options; navigate internal processes; identify appropriate next steps
- Undertake structured triage conversations to determine whether matters relate primarily to: wellbeing guidance, Disability and reasonable adjustments, safeguarding or serious risk, employment/HR processes, external specialist support
- Signpost and refer appropriately to internal services (e.g. People Team, Occupational Health, Faculty HR) or external providers (e.g. EAP, specialist support services), ensuring clear handoffs and defined decision rights.
- Maintain clear professional boundaries, ensuring that the role remains advisory rather than therapeutic.
- Identify safeguarding concerns or indicators of elevated risk during triage discussions.
- Escalate safeguarding matters promptly in line with agreed protocols and escalation thresholds.
- Provide factual summaries and relevant wellbeing context to safeguarding panels or case meetings where required.

- Ensure that records relating to safeguarding concerns are accurate, proportionate and compliant with data protection standards.
- Undertake regular safeguarding and mental health awareness training to ensure informed and responsible triage practice.

### **Disability Support**

- Provide specialist advice regarding workplace reasonable adjustments under the Equality Act 2010.
- Support staff and faculty in understanding their rights and responsibilities; The School's adjustment processes; Documentation requirements; How to access Occupational Health or other assessments where appropriate
- Provide advisory input to managers and the People Team regarding the principles of proportionate and legally compliant adjustments, recognising that formal employment decisions sit outside this role.
- Ensure guidance provided is aligned to current legislation, School policy and best practice in disability inclusion and neurodiversity.

### **Delivery and Support**

- Support clarity of process across stakeholder groups by ensuring that individuals understand service scope and boundaries; Referrals are directed efficiently and appropriately and; Escalations follow agreed governance pathways
- Work closely with the Senior Wellbeing Services Manager to monitor service demand patterns and identify recurring themes requiring policy or communication refinement.
- Contribute to the development of clear guidance materials and FAQs to support self-service and manager confidence

### **Analysis and Reporting**

- Maintain appropriate records of advisory activity to support monitoring of demand, trends and emerging risks.
- Contribute to periodic reporting on service utilisation and recurring themes.
- Provide insight to inform refinement of SLAs, service standards and communication approaches.
- Identify opportunities to improve clarity, efficiency and governance of wellbeing processes

### **Compliance**

- To undertake all work in line with London Business School policies, procedures and regulations and to ensure at all times the promotion of diversity, inclusivity and access in accordance with the School's policies.
- To understand the School's obligations and responsibilities under the Equality Act (2010) and to act in accordance with the Act and other relevant legislation.
- To undertake regular training and continuing professional development in order to keep abreast of changes and developments in the field of disability, mental health and wellbeing.
- To work closely with relevant peer networks to keep up to date with good practice.

### **Collaboration**

- Develop effective working relationships across the School but in particular with the People Team, Faculty HR and The Dean's Office Occupational Health providers
- Provide practical, policy-aligned advice to managers responding to wellbeing concerns within their teams.
- Represent the Wellbeing Centre of Excellence professionally and consistently across stakeholder interactions.

- Maintain awareness of external developments in workplace wellbeing and inclusion to ensure advice reflects current best practice

### **Process Improvement**

- Contribute to the monitoring of processes, systems and practices within the Wellbeing CoE
- To support line manager in carrying out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.
- Contribute to the delivery and development of student wellbeing and disability support in line with the University Mental Health Charter.

### **KPIs:**

- Timely and accurate advisory responses within defined SLAs
- Appropriate and proportionate triage and escalation
- Clear and compliant documentation
- Positive stakeholder feedback regarding clarity of advice
- Contribution to improved governance and process clarity
- Reduction in informal or misdirected wellbeing enquiries

## **Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience.
- Relevant professional experience in workplace wellbeing, mental health, disability support, HR advisory or related environment.
- Knowledge of the Equality Act 2010 and workplace reasonable adjustments.
- Experience providing advisory guidance rather than therapeutic intervention.
- Strong judgement and ability to assess risk within defined parameters.
- Experience working with confidentiality, tact and professional boundaries.
- Excellent communication and listening skills.
- Strong organisational skills and ability to manage competing priorities.
- Ability to analyse themes and contribute to service improvement.
- Commitment to continuing professional development in safeguarding, disability and workplace wellbeing.

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|---------------------|-------------------------|
| <b>Staff</b>        | <b>N/A</b>              |
| <b>Budgets</b>      | <b>N/A</b>              |
| <b>Date Updated</b> | <b>23 February 2026</b> |