



## Student Support Officer (ELI 62) Job Description

<b>Area</b>	: Learning and Learner Services
<b>Salary</b>	: £22,556 - £25,205 per annum
<b>Hours of Work</b> (Full-time/Part-time)	: 37
<b>Line Manager</b>	: Behaviour Support Co-ordinator
<b>Responsibility for</b>	: Maintaining a welcoming and visible presence around campus; : Supporting and advising on safeguarding concerns, referrals and learner welfare; : Responding to issues of concern regarding learner behaviour and welfare and support staff with behaviour management; : Acting as first aider; <i>and</i> : Promoting and safeguarding the welfare of children and young persons in line with College policies.

### Main Purpose of Job:

To provide an appropriate, inclusive, accessible and safe environment, maintaining high levels of behaviour which enhances the teaching and learning to the College's learners, in order to ensure that the provision:

- Meets the needs of learners, employers and other stakeholders;
- Is of the highest possible quality in terms of learner outcomes and learner/employer satisfaction;
- Is effective, efficient and provides excellent value for money;
- Reflects the vision, mission, aims and values of the College;
- Is innovative, developmental and sector leading; *and*
- Promotes a culture of excellence and equality.

### Key Duties and Responsibilities:

1. Maintain high visibility across the campus, communicating effectively with learners and promoting positive behaviours.
2. Be present at the campus barriers in the morning to support learner arrival and monitor lanyard compliance.
3. Be a member of the Be-Safe team supporting learners under the supervision of the Designated and Deputy Designation Safeguarding Leads.
4. Respond to issues of concern regarding learner behaviour and welfare and support staff with behaviour management.
5. Undertake the monitoring of attendance through liaison with curriculum staff, PDTs and Progress and Engagement Coordinator.

6. Patrolling the campus and guiding learners to classrooms, as required.
7. Support PDTs and Progress and Engagement Coordinator to undertake home visits.
8. Act as first aider as required.
9. Support with examination invigilation and logistics.
10. Support external organisations to access college and act as a college ambassador.
11. Work with colleagues across campuses to facilitate events and support as required.
12. Contribute to the development of the role of Student Support Officer working with other team members.
13. Link with PCSO and encourage presence and visibility on campus.
14. Drive College vehicles for trips and other College activities as and when required.
15. Use IT systems to record issues and concerns and use excellent digital skills to help raise the profile of the support available.
16. Undertake all administration procedures accurately and in a timely manner.

**Generic Duties and Responsibilities:**

17. Promote a culture of innovation, excellence and equality.
18. Reflect the vision, mission and values of the College.
19. Manage all delegated resources and budgets flexibly and efficiently in accordance with allocation.
20. Contribute to the development of and ensure compliance with all College policies, procedures and agreements.
21. To actively contribute to the risk management of the College.
22. To positively promote and implement the College's strategies on equality, diversity, safeguarding.
23. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment.
24. Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work.
25. Undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the College catchment area.

***This Job Description is current as the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job.***

# Student Support Officer (EL162) Person Specification



	Assessment Method					
	Application Form	*Test	Interview	Psychometric Testing	Qualification Certificates	References
*Test = Skills Test/Knowledge Test/Micro Teach/Presentation						
<b>Education and Qualifications</b>						
<u>Essential</u>						
• Level 3 (or equivalent) in a relevant discipline	✓				✓	
• First Aid at Work Certificate (or be willing to work towards, with commitment to remain valid)	✓				✓	
• GCSE Grade C (4/5) in English and Maths (or equivalent)	✓				✓	
• Evidence of ongoing professional development	✓				✓	
<u>Desirable</u>						
• Level 4 qualification (or equivalent) in a relevant discipline	✓				✓	
<b>Skills and Experience</b>						
<u>Essential</u>						
• Good working knowledge of safeguarding procedures	✓		✓		✓	
• Experience of providing advice and guidance to young people	✓				✓	
• Ability to work with empathy with learners, staff and parents	✓		✓			
• Experience of working with groups and/or individuals in a supportive environment	✓		✓			
• Proven track record in co-ordinating activities	✓		✓			
• Ability to deliver objectives and to meet deadlines	✓	✓	✓			
• Ability to develop good working relations and rapport with young people (16-18 years) and adult learners	✓		✓			
• Awareness and understanding of contemporary developments in education, especially in relation to post 16 sector, and local and national policies	✓		✓			
• Excellent digital skills	✓		✓			
• Current valid driving licence	✓		✓			
<u>Desirable</u>						
• Ability to drive a minibus or be willing to undertake training	✓	✓	✓			✓
• Experience of first aid provision	✓				✓	

	Assessment Method					
	Application Form	*Test	Interview	Psychometric Testing	Qualification Certificates	References
*Test = Skills Test/Knowledge Test/Micro Teach/Presentation						
<b>Personal Attributes</b>						
<u>Essential</u>	✓		✓			
<ul style="list-style-type: none"> <li>Excellent inter-personal skills with ability to develop positive working relationships at all levels (<i>internally and externally to College</i>)</li> </ul>		✓	✓			
<ul style="list-style-type: none"> <li>Excellent team-work skills</li> </ul>			✓			✓
<ul style="list-style-type: none"> <li>Emotional intelligence, self-awareness and confidence</li> </ul>	✓					
<ul style="list-style-type: none"> <li>Accuracy and attention to detail</li> </ul>			✓			✓
<ul style="list-style-type: none"> <li>Excellent organisational skills, ability to prioritise and work effectively under pressure</li> </ul>			✓			✓
<ul style="list-style-type: none"> <li>Flexible approach to working (<i>including occasional evening and weekend work</i>)</li> </ul>	✓		✓			
<ul style="list-style-type: none"> <li>Demonstrate an understanding and commitment to equality, diversity and inclusion in both the work and learning environment</li> </ul>			✓			✓
<ul style="list-style-type: none"> <li>Commitment to on-going professional development</li> </ul>	✓					✓
<ul style="list-style-type: none"> <li>An understanding of their responsibilities relating to the safeguarding of young people and vulnerable adults</li> </ul>			✓			
<b>Other requirements for employment</b>						
<u>Essential</u>						
<ul style="list-style-type: none"> <li>Enhanced DBS check</li> </ul>						