

**Job Description**

**Student Support Officer**

Post: Student Support Officer

Grade: Scale 5

Hours: 36 hours per week, 39 weeks per year to cover term times

Responsible to: Student Support Manager

Base: Uxbridge / Hayes

**MAIN SCOPE OF THE POST:**

This post plays a vital and central part in supporting the management of students’ positive behaviour within the College. You will work directly with our ‘at risk’ students to provide extra support to help those students stay on track and complete their qualification. The post holder will be based in the Student Support team and will also contribute to the wider duties within this department. This includes assisting in co-ordinating the Learner Voice, one to one support, help with enrolment and to provide appropriate financial and welfare support for students.

**DUTIES PERSONALLY PERFORMED:**

* Provide one-to-one support for vulnerable students (including those ‘at risk’ of exclusion, Looked After Children and Care Leavers) and students facing disciplinary procedures.
* Liaise with curriculum teams to identify at risk learners post stage 2/3 disciplinaries and work with those to reduce the risk of exclusion.
* Liaise with curriculum staff to monitor students identified as needing intervention and take action as and where necessary.
* Assist with arranging and attending PEP (Personal Educational Plan) meetings for our LAC learners whilst liaising with various external agencies.
* Facilitate groups in social spaces i.e. gaming activities.
* Work closely with staff to develop a culture of zero tolerance towards anti-social behaviour including bullying, swearing, physical and emotional abuse.
* Develop and deliver tutorials to groups of students at all levels on range of issues including drugs/student behaviour etc
* Deliver a drug awareness programme in tutorials.
* Deliver tutorials promoting good behaviour and enforcing college code of conduct.
* Provide one-to-one welfare support, using appropriate means available, including other support services within the College and external services.
* Be a designated safeguarding officer after completing appropriate training.
* Be the point of contact for any volunteer opportunities. To identify and forward to the most appropriate schools within the college.
* Maintain confidentiality of records and meetings with students and respect all users of the service.
* Take an active role in the Student Support enrolment activities and help assess applications for financial support.
* Work alongside the Student Council to organise events and activities and ensure they are planned and organised within policy guidelines. Assist in the running of the Student Exec meetings and President’s surgery.
* Undertake any other duties commensurate with this job role which may reasonably be required by the Student Support Manager.

**Other:**

* To take an active part in the appraisal and mentoring processes.
* To undertake all related administration, ensuring paper-based and computerised records are kept up to date.
* To comply with all relevant Health and Safety regulations and assist the College in the implementation of its own Health and Safety policy.
* Set a good example at all times in terms of language used with students, timekeeping, attendance and professional behaviour in general.
* Implement the College’s Equality and Diversity and Safeguarding Policies and ensure compliance at all times.
* To participate in and contribute to the College’s in-service and training activities

**Further Education is an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in light of the business needs of the College.**

**Student Support Officer**

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **How Assessed\*** |
| **Qualifications** |  |  |  |
| Educated at Level 3 (or can demonstrate extensive experience in the area of work) | **** |  | AF/Cert |
| * Clean driving licence and own personal transport |  | **** | AF |
| **Knowledge and Experience** |  |  |  |
| Experience in working with young people (aged 16 -21) in an informal and supportive capacity | **** |  | AF/IV |
| Ability to work effectively with and relate to people from a wide variety of backgrounds | **** |  | AF/IV |
| Experience of working with young people with challenging/poor behaviour | **** |  | AF/IV |
| Ability to identify personal/welfare issues and refer on to appropriate external agencies | **** |  | AF/IV |
| Ability to build and maintain good relationships with external and internal partners | **** |  | AF/IV |
| * Ability to motivate and influence young people to achieve positive outcomes | **** |  | AF/IV |
| * An understanding of the importance of, and commitment to, Equality and Diversity | **** |  | AF/IV |
| * Good understanding of Safeguarding/Prevent and willingness to become a Designated Safeguarding Officer after a period of training | **** |  | AF/IV |
| * Good IT skills | **** |  | AF/IV |
| * Enthusiasm and the ability to develop imaginative enrichment activities | **** |  | AF/IV |
| Experience of working in an educational setting |  |  | AF/IV |
| Some knowledge of local support agencies |  | **** | AF/IV |
| **Other Skills and Personal Qualities** |  |  |  |
| * Excellent customer service skills | **** |  | AF/IV |
| Excellent communication skills, both written and verbal | **** |  | AF/IV |
| Good listening skills and ability to empathise | **** |  | AF/IV |
| Ability to remain calm and focused in a crisis | **** |  | IV |
| Good administrative/organisational skills | **** |  | AF/IV |
| * Responsible, reliable and able to work flexibly without direct supervision | **** |  | AF/T |
| * Ability to work effectively as part of a team | **** |  | AF/IV |
| * Professional approach to work and ability to set a good example to students | **** |  | AF/IV |
| * Ability and willingness to travel between Uxbridge and Hayes campuses if/when required | **** |  | AF/IV |
| * Willingness to work flexibly when required including some evenings and weekends | **** |  | AF/IV |
| **Competencies**  *Support staff should be able to demonstrate competency in all of the following areas:*  Communication; Planning and Organising  Working Together; Customer Services; Adaptability/Flexibility |  |  | AF/IV |

Key to how skills are assessed:

Cert = Certificate AF = skill assessed via application form

T = skill assessed via test/work-related task IV = skill assessed via interview