

**Job Description**

**Student Support Officer**

Job Title: Student Support Officer

Directorate: Student Services

Grade: Scale 5

Hours: 36 hours per week, 39 weeks per year

Responsible to: Student Support Manager

Base: Uxbridge and Hayes

**MAIN SCOPE OF POST**

* This post will take a lead role working with the Student Council to coordinate student activities and events working with the Student Executive Committee and Tutor Reps.
* Ensure that the Student Council is available to all students at both campuses and work with both campus Presidents to encourage all Tutor Reps to attend student council meetings
* Develop and support student led enrichment activities.
* To offer support to students that have been referred to the Student Support Team and assess /offer appropriate support and refer to external agencies where necessary

**DUTIES**

The post holder will:

1. Organise Student President elections on both campuses.
2. Ensure that Tutor Reps are elected in all schools in a timely fashion.
3. Organise regular Student President drop-ins on both campuses.
4. Oversee regular Student Exec meetings are held and assist Presidents to provide an agenda and minute taking for all meetings.
5. Organise focus meetings and invite members of Senior Leadership Team, Heads of School and Service Managers to meet with students.
6. Support Student Council events and activities and ensure they are planned and organised within policy guidelines.
7. Assist in organising 2 Student conferences a year and 3 Heads of School meetings per year. Ensure feedback is received and fed back to students as ‘You Said We Did’ presentation.
8. Assist with Events such as Freshers’ Fair, Anti-Bullying, Healthy college and Tutor Rep conference and training events (and other key events as directed)
9. Support students to set up and run clubs and societies cross college and within schools.
10. Ensure all enrichment activities organised by Student Support team are recorded on College systems e,g Navigate.
11. Ensure that good student behaviour is reinforced and to deal with poor/disruptive behaviour that occurs outside the classroom in an appropriate manner, in line with college procedures.
12. Provide one-to-one welfare support, using appropriate means available, including other support services within the College and external services.
13. Support our most vulnerable students including those with Mental Health issues, Children Looked After (CLAs) and those identified as ‘At Risk’
14. Provide professional advice and guidance to students on issues such as drugs and

 alcohol awareness and on health-related issues such as smoking.

1. Be a designated safeguarding officer after completing appropriate.

 training.

1. Maintain confidentiality of records and meetings with students and respect all users of the service where applicable.
2. Take an active role in the Student Support enrolment activities.
3. Always set a good example in terms of language used with students, timekeeping, attendance and professional behaviour in general.
4. Implement the College’s Equality and Diversity and Safeguarding Policies and always ensure compliance.
5. Take an active role in Staff Development, and Appraisal processes.
6. Comply with all College Health and Safety regulations and assist in the implementation of the Health and Safety Policy.
7. Undertake any other duties commensurate with this job role which may reasonably be required by the Student Support Manager

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| 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 the light of the business needs of the College. |

**Person Specification**

**Student Support Officer**

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|  | Essential | Desirable | How asssessed?\* |
| Qualifications |  |  |  |
|  Educated to Level 3 (or can demonstrate extensive experience in the area of work) | **✓** |  | AF/Cert |
| Clean driving licence |  | **✓** | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| Experience in working with young people (aged 14+) in an informal and supportive environment  | **✓** |  | AF/IV |
| Confidence and ability to work with and relate to people from a wide variety of backgrounds | **✓** |  | AF/IV |
| Excellent communication and interpersonal skills | **✓** |  | AF/IV |
| Good working knowledge of Microsoft Office packages, particularly Word and Excel or willingness to develop IT skills | **✓** |  | AF/IV |
| Good written communication skills | **✓** |  | AF/T |
| Excellent customer service skills | **✓** |  | AF/IV |
| Strong commitment to Equal Opportunities and ability to apply it in the working environment | **✓** |  | AF/IV |
| Ability to plan, promote and deliver activities and events for young people | **✓** |  | AF/IV/T |
| Good listening skills and empathetic approach | **✓** |  | AF/IV |
| Some knowledge of local support agencies |  | **✓** | AF/IV |
| An understanding of the importance of Safeguarding  | **✓** |  | AF/IV |
| Personal Attributes |  |  |  |
| Responsible, reliable and able to work flexibly without direct supervision | **✓** |  | AF/IV |
| Ability to work effectively as part of a team | **✓** |  | AF/IV |
| Ability to travel easily between the two Campuses (Uxbridge and Hayes)  | **✓** |  | AF/IV |
| Willingness to work flexibly when required including some evenings and weekends  | **✓** |  | AF/IV |
| Ability to think creatively and develop appropriate ideas for student activities/events | **✓** |  | IV/T |
| Articulate and able to communicate professionally with colleagues at all levels, both internally and externally | **✓** |  | AF/IV |
| Professional approach to work and ability to set a good example to students | **✓** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form T = Test (Literacy/numeracy test at interview stage)

Cert = Certificates checked at interview IV = Interview