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Description automatically generated

**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:**

To offer support to students, including emotional, welfare and financial support. This includes working with Children Looked After (CLA) and those presenting with a wide range of issues, including Mental Health, housing, drugs/alcohol support and many more.

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 coordinating the Learner Voice, supporting enrichment activities, providing one to one support and help with enrolment.

**DUTIES PERSONALLY PERFORMED:**

1. Provide one-to-one welfare support, including referring to other support services within the College and external services.
2. Provide one-to-one emotional support for vulnerable students (including Children Looked After and Care Leavers) and students facing disciplinary procedures.
3. Represent student support at stage 3 and 4 disciplinaries, this will include minute taking and ensuring policies are adhered to during the meetings.
4. Assist students in applying for financial support, including bursaries, hardship funds, free college meals and applying for oyster cards.
5. Assist with enrichment activities and Student Council and Enrichment events when needed.
6. Ensure the accurate and timely administration of processes relating to Student Support activities and ensure notes of one-to-one meetings are taken and kept securely.
7. Provide professional advice and guidance to students on issues such as drugs and alcohol awareness and on health-related issues such as smoking.
8. Maintain confidentiality of records and meetings with students and respect all users of the service.
9. Be proactive across the full Student Support Service, including covering for absent colleagues, and take an active part in regular team meetings.
10. 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

**Safeguarding Children and Vulnerable adults**

* Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.
* Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

**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 to Level 3 (or can demonstrate extensive experience in the area of work) | **✓** |  | AF/Cert |
| * Clean Driving Licence and own transport |  | **✓** | AF |
| **Knowledge and Experience** |  |  |  |
| Experience in working with young people (aged 16 -21) in an informal and supportive capacity and/or in an educational setting | **✓** |  | AF/IV |
| Experience of working with young people demonstrating challenging/poor behaviour | **✓** |  | AF/IV |
| Ability to build and maintain good relationships with external and internal partners | **✓** |  | AF/IV |
| Ability to work with and relate to people from a wide variety of backgrounds | **✓** |  | AF/IV |
| * An understanding of the importance of Safeguarding and Prevent in education | **✓** |  | AF/IV |
| * Understanding of Equality and Diversity | **✓** |  |  |
| * Good working knowledge Microsoft Office packages and social media | **✓** |  | AF/IV |
| * Enthusiasm and the ability to develop imaginative enrichment activities | **✓** |  | AF/IV |
| Some knowledge of local support agencies |  | **✓** | AF/IV |
| **Other Skills and Personal Qualities** |  |  |  |
| * Excellent customer service skills, excellent communication and inter-personal skills, both written and verbal | **✓** |  | AF/IV |
| Ability to treat people with respect and empathise with difficulties in non-judgemental and patient way | **✓** |  | AF/IV |
| Ability to manage issues, including Safeguarding incidents calmly and constructively | **✓** |  | AF/IV |
| Ability to listen actively and demonstrate sensitivity and understanding | **✓** |  | AF/IV |
| Good administrative/organisational skills | **✓** |  | AF/IV |
| * Responsible, reliable and able to work flexibly without direct supervision and have good time management skills | **✓** |  | AF/T |
| * Ability to work effectively as part of a team | **✓** |  | AF/IV |
| * Ability and willingness to work across Uxbridge and Hayes campuses | **✓** |  | AF/IV |
| * Professional approach to work and ability to set a good example to students and commitment to continuous professional development | **✓** |  | AF/IV |
| **Competencies**  *Support staff should be able to demonstrate competency in all of the following areas:*  Communication; Planning and Organising  Working Together ; Customer Service  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