

## Job Description and Person Specification

<b>Post:</b>	Student Support Manager
<b>Line Manager:</b>	Assistant Principal
<b>Business area:</b>	Student Services
<b>Salary:</b>	£33,574 (pro-rata 3 days a week)

The role provides leadership and management of the College Student Services function including providing advice on and a coherent structure for student support and includes but is not exclusive to guidance and support for finance, welfare, mental health and wellbeing, support risk assessments, learning support (referral), the student voice, admissions advice, safeguarding, equality and diversity, careers, exams and the College counselling service.

The post holder will lead the transformation of the service, and will place it at the heart of the College along with the whole student experience. The post-holder will embed a culture of customer service.

### The Core Purpose of the Post:

- To be the College lead for safeguarding, Prevent, equality and diversity and champion these across the College.
- To ensure the delivery of the College Student First Strategy 2019-2025
- To establish an ethos of customer service.
- To advance a culture of equality, of safeguarding, wellbeing and participation in the College for all our students.
- To be accountable for the key metrics including surveys, student feedback, student engagement
- To be accountable for the welfare and experience of all students

### Main Responsibilities:

1. To ensure that the College Student Services function provides an outstanding experience for all students
2. To devise, embed and monitor a whole College approach to customer service and embed '7ways to Have Your Say'. This will cover induction to graduation.
3. To lead all staff development relevant to the core purpose and responsibilities of the role.
4. To line manage the College receptionist and ensure an outstanding front of house experience.
5. To ensure exemplary practice in terms of the recording, oversight and submission of student record metrics including welfare, bursary, loans and any financial and learning support.

6. To ensure all student support risk assessments are completed and monitored for all students.
7. To establish a student experience records process and system that is efficient, effective and provides timely and accurate metrics.
8. To be the College lead for TIER 4 applications and matrix accreditation.
9. To lead and report on the student voice strategy and the student journey – this includes College surveys and all student feedback.
10. To be the College lead for whole College enrichment.
11. To be the student experience lead for Office for Students, QAA , OfSTED (any external agency) and the College review processes.
12. To oversee the production, maintenance and scrutiny of all policies and procedures that impact upon the student journey.
13. To lead the College equality, diversity and inclusion strategy including the cross-College committee.
14. To create an evidence base of the student experience – this will provide the basis for the reporting on the student experience at all relevant committees and meetings both internal and external.
15. Advance the College values and assure responsiveness to student needs, innovation, compliance and scrutiny.
16. To advance safeguarding, inclusivity, welfare and mental health awareness at the College, including the line management of the Welfare and Funding Advisor.
17. To pro-actively undertake all relevant training to develop professional expertise.
18. To lead all relevant professional development across the College.
19. To undertake any other duties as may reasonably be expected within the scope and objectives of the post.

## **SAFEGUARDING STATEMENT**

Ruskin College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this

The successful candidate for this appointment will be required to apply for an Enhanced Disclosure through the Disclosure & Barring Scheme. Further information on the Disclosure process can be found at: [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check).

The College expects all staff to abide by the Government Prevent Agenda

## **DATA PROTECTION AND CONFIDENTIALITY**

All staff are responsible for ensuring that any personal data which they hold is kept securely; personal information is not disclosed either orally or in writing or accidentally or otherwise to any unauthorised third party; and personal data is only used for the purpose for which it is being held.

## **EQUAL OPPORTUNITIES**

It is the responsibility of the post holder to promote equal opportunity and recognition of diversity throughout the College.

## **HEALTH AND SAFETY**

The post holder will be required to:

- Promote health, safety and welfare throughout the College.
- Undertake their duties and responsibilities in full accordance with the College's Health & Safety Policy and Procedures.
- Take responsible steps to safeguard their own safety and that of others with whom they work.

**PERSON SPECIFICATION****POST** Student Support Manager**SALARY** £33,574 (pro-rata, 3 days a week)**TENURE** Fixed Term contract to end July 2021

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Professional Knowledge &amp; Experience</b>	An appropriate first degree or professional qualification  Previous experience of leading the student journey.  Proven experience of leading quality enhancement in terms of the student experience.  Proven experience of leading work with the hardest to reach students	Proven management experience in an FE environment.	Original Certificates Original Professional Registration document Fully Completed Application Form Interview Presentation

<p><b>Leadership of planning &amp; Development</b></p>	<p>An enthusiastic, innovative and flexible approach to leading and managing</p> <p>Direct experience of leading management change across a college.</p> <p>Experience of meeting deadlines and successfully completing projects.</p> <p>Proven experience of developing and leading teams</p> <p>Proven experience of leading equality and diversity across the College.</p>	<p>Relevant professional updating.</p>	<p>Interview References</p> <p>Attendance at staff development</p>
<p><b>Communication &amp; Interpersonal Skills</b></p>	<p>The ability to work effectively in a team.</p> <p>The proven ability to successfully lead teams</p> <p>Effective communication skills.</p>		<p>Application Form Interview References</p>
<p><b>Supporting Students</b></p>	<p>Proven experience of working with diverse student profile</p>		<p>Interview References</p>

	<p>A proven commitment to equal opportunities</p> <p>A proven commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults</p>		
<b>Responsibility for Resources</b>	<p>The ability to collate and record accurate and relevant information</p> <p>Proficiency in the use of information technology, including VLEs, turnitin and Smartboard to inform planning and delivery.</p> <p>Proficiency in the use of MIS systems as needed</p> <p>Good organisational and administrative skills.</p>		Fully Completed Application Form Interview

Date prepared: 03/01/21