# Job Description

# Student Support Adviser

# Student Services

**The Role**

The post holder will be required to provide comprehensive and flexible support, information, advice and guidance to learners to improve their likelihood of successful completion of their programme and progression into further education, training and/or employment.

The post holder will work in close liaison with students, staff and external organisations to safeguard students and support them in achieving their full potential by offering holistic support, which is tailored to their needs. In addition, the post holder will be required to provide and support the provision of a range of activities to engage learners within the wider community of college life and the preparation for life in society

**Responsible to:** Student Support Coordinator

**Main Purposes and Responsibilities**

The main purpose of the role is to:

* Provide 1:1 support to a caseload of learners at risk of not completing their programme to re-engage learners with their studies and/or sign post them to other support services.
* Be part of the colleges Safeguarding Team, to carry out the role of Safeguarding Officer to take appropriate and timely action to safeguard students, providing a consistent and professional service. Identify and report Safeguarding concerns, using the College’s internal and external procedures and provide ongoing support to a caseload of students identified as at risk under the supervision of the Student Support coordinator and Head of Student Support Services
* Attend Child Protection or Child in Need case conferences as appropriate
* Carry out risk assessments, including mental health and criminal conviction assessments and produce support plans to minimise risk, in conjunction with curriculum/ external agencies/parents’ carers.
* Provide a range of information, support, advice and guidance and referral services to learners around issues, such as careers, progression opportunities, benefits, homelessness, childcare, sexual health and substance misuse etc.
* To work with tutors and progress coaches to identify those learners who are most ‘at risk’ of leaving their programme early and not achieving.
* To identify and work with a caseload of learners in conjunction with tutors, progress coaches and external agencies to monitor learner’s progress to ensure their retention and achievement. This may be through multi-agency strategies, referrals and 1-1 intervention managing and offering intensive support.
* Lead, supervise and support a range of cross college enrichment activities including opportunities to promote community action projects to tutors for their learners.
* Provide additional targeted support to a group/s of learners in terms of their attendance and punctuality.
* Work collaboratively with progress coaches to deliver a range of targeted workshops, including safeguarding to tutor groups in order to keep them safe and raise awareness of issues that can affect young people today
* Work collaboratively with progress coaches to develop initiatives as required to effectively meet the needs of identified ‘at risk’ students.
* Engage with learners within social spaces including the Common Room, Reception, the Canteen etc.
* Support the further development of the cross-College Learner Voice initiatives.
* Maintain administer and compile, accurate case notes and interventions relating to learners and provide data in order to monitor student progress, achievement and outcomes
* Proactively promote the work of the service to tutors and learners.
* Contribute to the development of the Student Support Service.
* Undertake additional training as required.

**General Duties**

The post holder will assist with or undertake the following:

* To keep up-to-date with QA initiatives and to develop and meet service standards for the area of work.
* To participate in the Professional Development Programme and undertake training as required including all relevant areas of technology.
* To propose any ideas which may help to promote and extend the Group's reputation and efficient running of the Group.
* To work safely, consider the safety of others and work within the guidelines stated in the Group Health and Safety Policy
* To be available to assist in enrolment and other procedures, which may require occasional evening and weekend work.
* Undertake other duties as may be required by the Group Leadership Team or their representatives, in order to ensure the efficient functioning of the Group.

As a list of general duties, the above is not exhaustive. The work of the Group as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues to facilitate this development.

**Additional Information**

This Job Description / Specification is subject to periodic review and this post holder may be required to work across the service at Carshalton and Merton Colleges

**Hours**: Option for full time working 36 hours over 52 weeks per year

 Or term time only 36 hours over 40 weeks per year

**Location:** Working across Merton and Carshalton Colleges

### **Salary scale:** Org Scale 5/6

### Full time £24,249 to £28,566 per annum, inclusive of London Allowance

Term time only (over 40 weeks) £21,112 to £25,200 per annum, inclusive of London Allowance

**Person Specification**

**Student Support Adviser**

**Person Specification, Experience and Qualifications**

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|  |  | **Essential** | **Desirable** |
| 1 | Qualified to Level 4 or above IAG qualification, or in an appropriate area e.g youth and community, education, psychology, sociology, health and social care. Or be willing to work towards  |  | ✓ |
| 2.  | Level 2 literacy/English and Maths or be willing to work towards and achieve within 6 months | ✓ |  |
| 3.  | Minimum 3 years proven experience working with vulnerable young people, using successful strategies with learners who are disengaged or disaffected in order to re-engage them with education or training or prevent them from dropping out of education | ✓ |  |
| 3 | Strong IT skills to effectively market and record all service provision using applications such as: Word, Excel, PowerPoint, Outlook, College intranet/website, Social media outlets, Pro-monitor/EBS as well as a willingness to undertake further training in the use of College software. | ✓ |  |
| 4 | Proven experience of working in a safeguarding capacity with young people and be able to demonstrate knowledge of safeguarding legislations and practices, in education. | ✓ |  |
| 5 | Demonstrate a good understanding of Post 16 education services and the issues that transition from pre to post-16 education may have for young people or those have been out of formal education for a while. | ✓ |  |
| 6 | Demonstrate ability and have experience of delivering student workshops or tutorials to a diverse range of students. | ✓ |  |
| 7 | Knowledge of local and national support services for sign posting learners including homeless, drugs, domestic violence, knife crime etc.  |  | ✓ |
| 8 | Experience of leading on the planning and delivery of enrichment activities and events to support and enhance the student experience. |  | ✓ |
| 9 | Experience of carrying out interviews, reviews and producing risk assessments and support plans | ✓ |  |
| 10 | Demonstrate you can work independently and in a team and have the ability to prioritise work and meet deadlines whilst working in a pressured environment to successfully manage workload.  | ✓ |  |
| 11 | Ability to demonstrate excellent communication and interpersonal skills and the ability to build rapport with a wide range of customers, along with experience of liaising with external agencies. | ✓ |  |