



Title: Student Adviser
Responsible to: Student Support Manager
Grade: Grade 5
Hours of work: 37 hours per week
Date: October 2016

Role Summary:

To work with curriculum and support teams to contribute to the College's pastoral activity to maximise the attendance, retention and achievement of all students including those facing barriers to learning.

Main duties

- To develop a knowledge of the student body by participating actively in the recruitment and guidance process and gaining an understanding of students who are likely to be at risk of disengaging
- To monitor the activity of a given student cohort, as a potential sign of disengagement
- To proactively follow up non-attendance and to work to re-engage students where necessary
- To pro-actively identify themes and trends in student concerns, behaviour and expectation and address these through targeted interventions and support provision
- To manage the onward referral and monitoring process for students who do withdraw from courses as well as for students in need of external support to stay on course
- To receive referrals for support and decide upon the most appropriate course of action, using a high level of 1-2-1 advisory skill, as well as knowledge of the College, available support and any legal frameworks for offering advice to young people
- To maintain detailed records of cases being dealt with, and student outcomes in order to contribute to monitoring and evaluation of the service, using statistical and qualitative data

- To advise tutors and other staff on appropriate ways to support students within and outside the classroom, including organising and attending case conferences where appropriate and dealing with disciplinary matters
- Ensure work based learners have full access to pastoral care and support and that employers are fully aware of the support available
- To offer support as required to the function of Student Support as a whole
- Initiate and promote learner voice activities with all learner cohorts including WBL and ensure and monitor that enrichment opportunities are available and accessed by all students
- To enable retention and progression procedures to be carried out in line with best practice guidelines with regard to safeguarding, equality and diversity and all five ECM themes
- To adopt an outward-looking approach to the development of innovative practice which will enable us to deliver consistently outstanding service
- To respond to student safeguarding concerns and work with safeguarding panel members to take appropriate actions
- Carry out duties with due regard to Health and Safety Regulations
- Ensure compliance with the Financial Regulations of the College
- To positively promote equality of opportunity for staff and students
- Any other duties as may be reasonably required by the College safeguarding and implement these to ensure vigilance at all times

NOTE:

This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be received at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at September 2016. It will be updated in consultation with the post holder as circumstances change.



PERSON SPECIFICATION - Student Adviser

	Essential	Desirable	How assessed
Education/ Qualification and Training			
A related qualification, at a minimum of level 3 or the equivalent.	✓		Application/ certificates
Experience of working in a further education setting	✓		Application/ interview
Evidence of participation in appropriate training and development	✓		Application/ certificates
Teaching or other educational qualifications		✓	Application/ certificates
Experience/Knowledge			
Thorough understanding of the barriers to learning faced by students	✓		Application/ interview
Experience of working with students with challenging circumstances	✓		Application/ interview
Knowledge of Further Education setting	✓		Application/ Interview
Experience of using IT systems to monitor student interventions	✓		Application/ interview
Knowledge of external support agencies	✓		Application/ interview
Experience of managing complex caseloads	✓		Application/ interview
Skills/Competencies			
Ability to analyse data and interpret it to plan actions	✓		Application/ interview
An extremely organised approach to work, with the ability to work on own initiative and to manage a heavy caseload	✓		Application/ interview
Excellent interpersonal and communication skills, with the ability to develop and maintain effective working relationships with students and staff	✓		Application/ interview
Excellent communication skills, both written and verbal	✓		Application/ interview
Excellent listening skills and ability to empathise and de-escalate in challenging situations	✓		Application/ interview

Personal Attributes			
Commitment to educational values	✓		Application/ interview
A high level of personal integrity, with proven experience of handling sensitive situations with tact and diplomacy and with complete regard for confidentiality	✓		Application/ interview
Ability to work effectively as a team member	✓		Application/ interview
Ability to work flexibly to meet changing needs	✓		Application/ interview
Commitment to own learning and development	✓		Application/ interview
Good record of attendance and punctuality	✓		Application/ interview
Appropriate professional appearance	✓		Application/ interview