**JOB DESCRIPTION**

POST TITLE Student Engagement and Support Manager (Maternity Cover)

REPORTING TO Assistant Principal – Student Experience

RESPONSIBLE FOR Student and Learning Support, Learning Centre

SALARY circa £35,000 per annum

PURPOSE OF POST

To contribute significantly to the college’s aim to be outstanding through the development and delivery of high quality student and learning support.

To have a demonstrable impact upon students’ experience, retention, attendance, positive progression and success.

To develop and lead the implementation of cross college strategies and initiatives that support an outstanding tutorial curriculum

To lead and manage services offered to students in the College’s Learning Centre

**The main duties and responsibilities of the post:-**

1. Contribute to the college’s Vision, Mission and Values and communicate them effectively through leading by example and demonstrating them in leadership behaviour and style.
2. Lead strategic and operational development of Learning Support, including resource planning, budget management and innovation.
3. Negotiate and develop policy frameworks for tutorials, induction processes and pastoral support. Ensure the quality of these processes.
4. Deliver robust, challenging, highly effective, joined-up and consistently applied on-course support leading to demonstrable impact in student attendance, retention, success and progression. Ensure that outcomes in these areas are widely reported and shared
5. Take a lead role in the college safeguarding team, providing operational leadership for safeguarding and Prevent activity.
6. Identify staff development and training that supports the improvement of the student experience so that it is of a consistently high quality.

1. Ensure support for students is both innovative and inspirational and leads to increased student engagement.
2. Oversee staff support for the activities of the Student Council and Student Cabinet.
3. Ensure a wide range of resources are available to students in the College Learning Centre to support their learning
4. Initiate the college’s capability or other relevant procedure in cases where support for students does not improve to the required standard
5. Actively promote and champion equality and diversity, safeguarding, and health and safety in every aspect of the role ensuring tangible impact on the performance of staff and their interaction with learners
6. Contribute towards the overall strategic management of the College: take responsibility and accountability for the delivery and achievement of agreed targets
7. Undertake any duties and responsibilities expected of a college leader including the leading and championing of specific areas/projects that may be assigned to them
8. Ensure support arrangements are in place for newly appointed staff as part of an induction programme.
9. Ensure that financial, human and other resources are deployed efficiently and effectively

**This job description should not be viewed as a legal document nor a set of conditions of service and it can be reviewed at any time in light of the needs of the 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 current as at July 2014 and will be updated in consultation with the post holder should circumstances change.**

**PERSON SPECIFICATION**

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| --- | --- | --- | --- |
|  | Essential | Desirable | Source of Evidence |
| **EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS**  |
| Degree or equivalent professional qualification | √ |  | AF |
| Relevant teaching qualification  |  | √ | AF |
| Management qualification at or above level 5, higher degree, or other professional recognition award |  | √ | AF |
| **EXPERIENCE** |
| Proven experience of leadership in an educational context | √ |  | AF / IV / PRES |
| Proven experience of leading learner and student experience teams to deliver successful outcomes |  | √ | AF/IV/PRES |
| Experience of working at a strategic level and addressing organisation wide issues |  | √ | AF/IV |
| **LEADERSHIP PRINCIPLES** |
| Total commitment to the College’s vision, mission and values; demonstrate behavioural and management style and skills complementary to those values | **√** |  | AF/IV/PRES |
| Respects and values the inputs and knowledge of others to complement own performance and initiatives | **√** |  | AF/IV/PRES |
| Tolerates genuine mistakes using the learning organisation approach to ensure improvements are made and sustained to eradicate reoccurrence | **√** |  | AF/IV/PRES |
| Provides teams with the right skills, resources and knowledge to delegate accountability, responsibility and pride thus enabling achievement | **√** |  | AF/IV/PRES |
| Ability to motivate and inspire others and to lead by example | **√** |  | AF/IV/PRES |
| **SKILLS / KNOWLEDGE / ABILITIES** |
| Excellent written and verbal communication skills to negotiate, persuade and inspire others | √ |  | AF / IV / PRES |
| Highly developed interpersonal skills | √ |  | AF / IV / PRES |
| Excellent organisation skills | √ |  | IV / REF / PRES |
| Effective presentation skills | √ |  | AF / IV / PRES  |
| Blend of skills and resilience required to plan, implement, monitor and evaluate to agreed deadlines | √ |  | AF/IV/PRES |
| A flexible, enthusiastic and good humoured approach even under pressure | √ |  | AF/IV/PRES |
| Knowledge and understanding of current developments in the post 14 education and training sector  | √ |  | AF/IV/PRES |
| An understanding of how to promote and develop equality and diversity in a diverse community | √ |  | AF/IV/PRES |
| Able to manage change in a range of circumstances | √ |  | AF/IV/PRES |
| Evidence of a range of IT skills and proven ability to use them in the context of a leadership role | √ |  | AF/IV/PRES |
| a well developed ability for analytical reasoning, problem solving and decision making | √ |  | AF/IV/PRES |
| Think creatively and inspire others to develop innovative approaches to problem solving and business focused solutions  | √ |  | AF/IV/PRES |

AF = Application Form

IV = Interview (part of Selection Assessment Centre)

REF = References

PRES / TEST = Presentation or Tests (these may be used as part of Selection Assessment Centre)