



PLUMPTON
COLLEGE

Student Services Officer - Evenings Term Time Only	
Reporting to:	Student Experience Manager
Working hours:	Full-time – evenings (minimum 37.5 hours per week) , Term-Time only
Salary:	£23,477 - £27,233 (Point 15 – 20 on the Plumpton College pay scale) pro rata
Annual leave:	26 days

Job Purpose

To participate fully as a member of the Student Services team with particular emphasis on ensuring that the residential student experience is maximised. This role requires a hands-on approach to ensure that the College site is safe and secure and to play a major role in the enrichment, logistical, support and administrative aspects of student life at the college.

Duties and responsibilities of the job

a. Service to students

a. To support the Student Experience Manager and other staff in assisting all students in any issues concerned with their pastoral, administrative, social, and residential needs whilst at college
b. To support the work of the Student Union and Student Experience Manager in the planning and delivery of enrichment events and sports activities. As part of this, collate and analyse participation data to ensure maximum reach and impact of all activities
c. With direction from the Student Experience Manager, lead on the administration, delivery, and reporting of 'student voice' arrangements for residential students

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d. To provide help and guidance to all students and deal with any incidents in a fair and timely manner which may arise. As part of this, ensure a professional front of house service and that information (e.g. student concerns) is accurately recorded to evidence activity aligned with college procedures
e. As part of (d) above, provide pastoral support to all students and work in liaison with academic tutors and other Student Services staff to ensure effective support and guidance is offered to all learners
f. To support students to adhere to the student code of conduct ensuring actions are aligned with the student disciplinary policy
g. To assist the Student Experience Manager in the preparation and delivery residential tutorials
h. To provide a staff presence in the dining hall during meal times to facilitate an effective conduit between students and catering staff. As part of this, support the Catering Manager in menu planning, healthy promotion scheme and waste minimisation
i. To act as a fire warden, which involves participation in drills, responding in the event of a fire and any associated checks or requirements
j. To act as a first aider for all site users

2. Administration, control and quality Improvement

a. Work as a member of the Student Services team and ensure effective contribution to team meetings to monitor and standardise practice, share information and good practice, and plan and implement improvements
b. To conduct effective handovers with other staff responsible for providing 24hr safeguarding cover
c. To communicate effectively with students, parents and wider college staff as necessary to ensure that students are supported and that all relevant procedures are followed
d. To ensure that the College premises are kept secure and to lock/unlock facilities as necessary according to college activities
e. To investigate wider complaints and issues relating to the student experience
f. Be accountable for contributing to departmental key performance indicators (KPIs) and their improvement
g. To work at all times in such a way as to promote the smooth running of the College and to adhere to all existing systems and processes that underpin Student Services

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| <p>h. Contribute to the Self-Assessment Report, Service Level Agreement and Quality Improvement Plan for the department. As part of this, maintain a working understanding of relevant Ofsted inspection frameworks</p> |
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3. Continuous Professional Development

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| <p>a. Participate in staff development activities to support Continuous Professional Development (CPD) and keep a Professional Development Portfolio (PDP) to evidence personal development and impact on practice</p> |
| <p>b. Maintain an accurate awareness of the trends, pressures and preferences displayed by young people to maximise the relevance and deliverability of support and enrichment activities for students</p> |
| <p>c. Actively participate in the College performance management processes, including appraisals to support personal and professional development and enhance student experience</p> |
| <p>d. Complete all mandatory training as required in line with college expectations and those identified by the Student Experience Manager and HR team</p> |

b. Other responsibilities and duties

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| <p>a. Participate in staff and student recruitment campaigns, interviews, Open Days and promotional/information events as required</p> |
| <p>b. Assist the Student Experience Manager in working flexibly to maintain a 24hr safeguarding cover onsite</p> |
| <p>c. Willingness and ability to work at any site or location as required</p> |
| <p>d. Work with employers and other stakeholders as required</p> |
| <p>e. Contribute to, and support delivery of the college strategic plan</p> |
| <p>f. Ensure all safeguarding policies and procedures are followed</p> |
| <p>g. To undertake such other duties, commensurate with the grade of the post, as may reasonably be required by the Student Experience Manager, Deputy Principal or any other member of the Senior Management Team</p> |

Qualifications / Skills / Knowledge / Qualities

It is crucial that the successful candidate shares our student-focussed values, equality of opportunity and parity of esteem for staff and students.

At Plumpton College we are:

- Supportive
- Professional
- Enterprising
- Ambitious and progressive
- Passionate about everything we do

Essential criteria for the post
Level 2 or higher qualifications in both English and maths
Experience of working with students and young people in both a supportive and disciplinary role
The ability to lead motivate, engage and empower young people
Demonstrate a strong desire to work collaboratively as part of a high performing team
Have a strong desire to see students succeed, a clear understanding of the needs of students and how these may be met
Previous experience of mentoring young people regarding pastoral issues
Previous experience of liaising with external agencies (for example; Social Services, NHS)
Demonstrate a clear understanding of the factors affecting student welfare and best practice in maintaining and enhancing student behaviour and safeguarding
Excellent communicator with highly developed interpersonal skills
Comprehensive and well-developed IT skills
Skills and experience in problem solving and a flexible and adaptable approach
Adaptable and flexible approach to change
Willingness to complete training and demonstrate suitable competence in fire warden duties and first aid provision
A good understanding of confidentiality and the ability to deal with sensitive issues in a professional and confident manner
Demonstrable experience of good working relationships with both internal and external services

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Physically active with manual handling experience
An understanding of health and safety processes
A full UK driving licence
Desirable criteria
Driving licence which includes Category D1 (minibus with up to 16 passenger seats)
Formal qualification in supporting young people
Experience of working within the framework by which Ofsted inspects the welfare of resident students
Previous experience in working in a Further Education environment
Sports or activity coaching experience

CONDITIONS OF EMPLOYMENT

Working Hours

Basic working hours are from 2pm to 10pm Monday to Friday but some flexibility will be required to meet the needs of the business.

From time to time there will be some weekend and afternoon working required to support department and whole college events where there will be a requirement to attend.

Continuous Professional Development (CPD)

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

Benefits

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

Equality and Diversity

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable

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treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.