



Student Welfare Officer (Nights)	
Reporting to:	Residential Coordinator
Working Hours:	Part-time Shift pattern : 4 nights on 4 nights off 10 pm – 6 am 30 hours per 8 day rotating shift pattern
Salary:	£21,666 - £25,328 per annum pro rata
Position Code:	PC S4
Annual Leave:	26 electable days plus bank holidays and up to 5 efficiency days

Job Purpose

To participate fully as a member of the Student Services team with particular emphasis on ensuring the safety and welfare of residential students. 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. This role requires lone-working and good time management skills.

Duties and responsibilities of the job

1. Student Safety and Welfare

a.	To support the Residential Coordinator and other staff in assisting all students in any issues concerned with their pastoral, administrative, social and residential needs whilst at college.
b.	To act as a 'back-stop' measure and ensure the effective communication between Student Services staff and academic staff. In doing so, take a lead on the structure and reporting format of student related reports.
c.	Identify students of concern by utilising information systems available and participate in the development of new systems.

d.	To ensure that student records as created and stored by the Student Services Team are in an inspection ready and accountable format.
e.	In conjunction with the Residential Coordinator maintain department key performance indicators and ensure dissemination and awareness across the team.
f.	To ensure that the College premises are kept secure and to implement a daily lock down procedure across the site to ensure the security of facilities and appropriate access control is maintained.
g.	In conjunction with the Residential Coordinator undertake systematic sampling and checking of reports surrounding student issues to ensure appropriate closure within college 'early help' guidelines.
h.	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.
i.	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.
j.	To support students to adhere to the student code of conduct ensuring actions are aligned with the student disciplinary policy and department operating procedures.
k.	To assist the Residential Coordinator in the preparation and delivery residential tutorials.
l.	To act as a fire warden, which involves participation in drills, responding in the event of a fire and any associated checks or requirements.
m.	To act as a first aider for all site users and be responsible for maintaining and distributing first aid equipment stocks.

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. Act as a super user for access control and CCTV systems to ensure that they remain fit for purpose, aligned with GDPR and make a positive impact on student safety.
e. To investigate wider complaints and issues relating to the student experience.
f. Undertake site wide inspections to ensure the operability of student facilities. In doing so, utilise the available helpdesk systems for Estates and IT teams.
g. Act as overall custodian of the Student Services Office ensuring that the facility remains professionally presented and fit for purpose.
h. 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.
i. 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.

3. Continuous Professional Development

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.
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.
c. Actively participate in the College performance management processes, including appraisals to support personal and professional development and enhance student experience.
d. Complete all mandatory training as required in line with college expectations and those identified by the Student Experience Manager and HR team.

4. Other responsibilities and duties

a. Participate in staff and student recruitment campaigns, interviews, Open Days and promotional/information events as required.
b. Assist the Residential Coordinator in working flexibly to maintain a 24hr safeguarding cover onsite.
c. Willingness and ability to work at any site or location as required.
d. Contribute to, and support delivery of the college strategic plan.
e. Ensure all safeguarding policies and procedures are followed.

- f. 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.

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.
Confidence and ability to work alone and utilise clear procedures 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 including data interpretation and development.
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.

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.
Knowledge of security systems and development.

CONDITIONS OF EMPLOYMENT

Working Hours

This role works on a shift pattern of 4 nights on 4 nights off. The hours of duty are 10 pm to 6 am with a half hour unpaid break.

Some flexibility will be required to meet the needs of the business especially surrounding CPD and team meetings.

This is an all year round post. Bank holidays and efficiency days will be worked where applicable as part of the rota pattern due to the 24hr, 365 days per year site cover standard that the college employs. In such periods, time off in lieu will be granted at a pro-rata rate in agreement with line management.

Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager and must be booked at least 2 weeks in advance and will be taken during designated college holidays.

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. Access to Employee Assistance Programme, Cycle to Work Scheme and staff discounts.

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

Date issued...

JD category

Agreed by

basis. This means that no job applicant will receive less favourable 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