



Student Services Officer - Early Shift	
Reporting to:	Head of Student Services
Working hours:	Full-time – early shift (6am – 2.30pm) (37.5 hours per week)
Salary:	S4 (17-22) £25,829 - £29,762
Annual leave:	26 electable days, 8 statutory days, and up to 5 efficiency closure days at Christmas

### 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 Head of Student Services 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 Head of Student Services 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 Head of Student Services, lead on the administration, delivery, and reporting of 'student voice' arrangements for residential students.
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 Head of Student Services in the preparation and delivery residential tutorials.
h.	To provide a staff presence in the dining hall during mealtimes 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 provide a service of minibus driving as and when necessary for students with transportation issues or other requirements in order to facilitate their attendance to College and to enable attendance to off-site enrichment activities
j.	To act as a fire warden, which involves participation in drills, responding in the event of a fire and any associated checks or requirements.
k.	To act as a first aider for all site users.

## b. 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 improvement
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 oversee the College residential cleaning and housekeeping services and ensure that high standards are consistent across all residential provision for Plumpton College students and for external agencies utilising the facilities during College holiday periods.
e.	To ensure that the College premises are kept secure and to lock/unlock facilities as necessary according to college activities.
f.	To investigate wider complaints and issues relating to the student experience.
g.	Be accountable for contributing to departmental key performance indicators (KPIs) and their improvement.

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.

### c. 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.

### Other responsibilities and duties

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

Date issued...

JD category .....

Agreed by .....

Physically active with manual handling experience.
An understanding of health and safety processes.
A full UK driving licence.
Driving licence which includes Category D1 (minibus with up to 16 passenger seats).
<b>Desirable criteria</b>
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 6am to 2.30pm 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.

### Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays, and efficiency 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. Annual leave sheets will be available from the start of the new holiday year (1 September).

### 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. The College provides 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 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.