

Job Title: Student Liaison Officer
Responsible to: Head of Studies



Purpose of the Role

The postholder will be expected to:

- Help improve attendance, achievement, meaningful progression and support learners on programme and through transition into College

Duties

1. To retrieve daily messages from the College absence reporting system and record on pro monitor.
2. To perform corridor and class checks for attendance and contact parents/learners who are absent.
3. To liaise with Heads of Studies, Heads of Department, Personal Tutors and Student Services teams to ensure the learner attends College and appropriate support is put in place if required.
4. To work with the Personal Tutor to proactively monitor learners whose attendance is below College expectations.
5. To actively promote the role of Student Liaison Officer as a point of referral to support learner needs.
6. To liaise with Wigan Careers Service and the Gateway Vulnerable Team to ensure the smooth transition of learners into College.
7. To signpost and refer learners to external agencies.
8. To contribute to the safeguarding of learners.
9. To mentor and support learners to enhance their opportunity of success, especially those involving attendance, disciplinary and punctuality issues.
10. To identify and action issues arising from learner voice sources in order to address the needs of learners and improve the learner experience and learning environment.

11. To contribute to all course induction and tutorial programmes.
12. To organise awareness raising events with internal and external organisations and partners.
13. To enter statistical data and management information relevant to the role.
14. To collate, organise and use information within the area and support the Head of Studies using a range of MIS in reporting impact on outcomes.
15. To support Head of Studies with a range of administrative duties in relation to effective learner progress.
16. To undertake any appropriate duties as directed by the line manager (Head of Studies).

You may be required to undertake such other duties, commensurate with your grade and hours of work, as may reasonably be required.

You may be required to work at or from any building, location or premises of Wigan and Leigh College, and any other establishment where Wigan and Leigh College conducts its business.

Required Qualifications

- GCSE Maths and English Grade C qualifications or recognised equivalent or to attain within the probationary period.
- Level 2 Business Administrative qualification.

Required Knowledge and Skills

- Demonstrated knowledge and understanding of working with young people/adults in a relevant capacity.
- Evidenced examples of implementing procedures.
- Evidence of effective interpersonal skills
- Ability to:
 - Create strong links with teams other than your own to improve effectiveness and meet deadlines
 - Work flexibly
 - Plan and organise effectively

- Work as a proactive team member
 - Communicate effectively
- Evidence of the ability to use initiative.
- Familiarity with the demands of a pastoral role.
- Able to travel as necessary to fulfil the duties of the post.
- A willingness to work flexibly and outside of normal office hours; evenings, weekends and occasionally bank holidays.
- Suitable to work with children and young people in accordance with Government guidelines for safeguarding children.
- Evidence of continuing professional development.

Variation to this Job Description

This is a description of the job as it is at present, and is current at date of issue. The job description will be reviewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.

This College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The successful candidate will be required to apply for a Disclosure and Barring Service (DBS) check. Further information about the DBS can be found at www.gov.uk.

This post is exempt from Section 4 (2) of the Rehabilitation of Offenders Act, 1974, as the duties give you access to persons who are under the age of 18. Applicants are not entitled to withhold information about convictions, which would be regarded as spent for other purposes.