

Higher Education Specialist Support Assistant



Department: Student Journey

Reports To: Learning Support Manager

Job Purpose:

To promote the education and development of the wide ability of HE students with learning difficulties and/or disabilities. The post holder may at times be in sole charge of small groups of students, including in practical work areas.

Key Responsibilities:

1. To support HE students in class and at other times where necessary, including work experience placements, excursions, shopping trips and residential visits.
2. To assist lecturers in classroom and workshop situations, particularly performing an active role in reinforcing instruction and assisting the students with their subject options.
3. To monitor students behaviour, liaising closely with tutors and mentors.
4. To attend appropriate training sessions and courses to facilitate student learning.
5. To adapt materials and set up specialist equipment for individual students.
6. Act as a point of contact for internal and external enquirers, maintaining the highest standards of customer service. Responding to, triaging or resolving enquiries appropriately, provide support across all functions.
7. Support the HE Coordinator Specialist Support, to facilitate a schedule of interviews with students who have declared support.
8. Support internal and external facing activity relevant to the role through the dissemination of relevant information and appropriate follow-up.
9. To deliver support and guidance to higher education students who have an assessed disability and/or learning difficulty.
10. Attend to students' general care, welfare when required.
11. Support promotion of fundamental values including democracy, rule of law, individual liberty, respect, tolerance and acceptance.
12. Contribute to improving rates of Higher Education student satisfaction.
13. Be confident in presenting to a range of audiences.
14. Engage with appropriate professional development to enhance the students' learning experience.

15. Undertake such other duties, commensurate with the grade of the post as may reasonably be required and you may be requested to be trained to administer First Aid, if necessary.

NOTE

This role profile is intended to provide an overview of the role in the context of the ambition of City College Plymouth.

The overview of responsibilities is listed for convenience and is not in any order of priority or significance. It is agreed that the significance of different aspects of the role will vary at different times and that all accountabilities are of potentially equivalent significance.

Person Specification

Post: Higher Education Specialist Support Assistant		Essential	Desirable
	Qualifications:		
1	Have experience of working with students with disabilities and/or specific learning difficulties.	✓	
2	A minimum Level 4 qualification or equivalent	✓	
3	Evidence of ongoing continuous professional development.	✓	
4	Certificate in Learning Support		✓
	Skills & Abilities:		
5	Good communication, networking & organisational skills.	✓	
6	Excellent IT skills including proficiency in MS office (especially, Excel, Word and PowerPoint) and web based programmes.	✓	
7	Confidence and ability to work independently with appropriate supervision.	✓	
	Personal Requirements:		
8	Enthusiastic, motivated and driven to succeed.	✓	
9	An awareness of the strengths which students with specific learning difficulties can bring to a learning situation, and the skills to help students to make use of these strengths and overcome barriers to learning.	✓	
10	Ability at times to work unsociable hours and occasional weekends at regular intervals.	✓	
11	Full clean driving license and use of vehicle to travel between sites.	✓	
12	Experience of effective work within a multi-disciplinary team.		✓
13	Adjusts to unfamiliar situations, demands and changing roles.	✓	

Role Context

City College Plymouth expects staff to:

- Work within the context of the College's core values, code of conduct, quality requirements and ethos of continuous improvements.
- Undertake their duties in accordance with College policies and procedures, particularly with respect to:
 - Safeguarding Children and Safer Recruitment in Education, including Prevent;
 - Human Resources policies and procedures;
 - Health and Safety policies and procedures;
 - Equality, Diversity and inclusion policies and procedures;
 - The College's policy on the confidentiality of data stored electronically, and by other means, in line with data protection legislation.
- Keep abreast of developments in their own area of expertise and undertake staff development opportunities where identified and approved, subject to funding.
- Undertake such other duties commensurate with the grade of the post as may be reasonably be required
- You may be required to be trained to administer First Aid.

This Job Description is current at the date shown. It is liable to variation by management, in consultation with you, to reflect or anticipate change in, or to, the job.

Other supporting information can be found on the College's website.

Additional Information

Hours of Work	:	Part-time, 35 hours per week, 36 weeks per year. FTC for 12 months in the first instance
Salary Range	:	£13,472-£14,979 per annum (pro rata of £17,856-£19,853)
Salary Scale	:	Business Support Scale 4
Closing Date	:	Midnight on Sunday 20 October 2019