

Job Title: Student Services Coordinator (Kettering and Wellingborough)

Reports to: Student Achievement and Wellbeing Manager

Overall Responsibilities:

- To work with Achievement and Wellbeing Manager to ensure effective delivery of careers information, advice and guidance to Bedford College Group Students and potential students
- To work closely with the Achievement and Wellbeing Manager in the design and delivery of a cross-college Careers programme for students
- To lead and implement the bursary process, to assess any applications for financial support and provide advice and guidance to students in need
- To provide a personal service, offering support or referral for pastoral, health/welfare and financial matters.

Main Duties:

1. To provide a personal service, offering support or referral for pastoral, health/welfare and financial matters, for example advising learners on social security benefits applications, the learner support fund, learner transport, and HE financial application packs.
2. To deliver careers information, advice and guidance to students and potential students of the college to encourage them to fulfil their individual potential at the Northamptonshire sites
3. To participate in the development and delivery of the careers education programme to college students.
4. To develop ways to measure the impact of the careers provision and report on findings.
5. Provide impartial information, advice and guidance to College applicants, relating to College courses, including progression routes, and a range of associated issues such as finance and childcare
6. Facilitate progression onto College courses or make referrals to other providers or other specialist Advisors in Student Services or elsewhere, as appropriate
7. Deliver impartial careers and educational guidance to College students and potential and promote the development of career management skills, both 1:1 and in groups

8. To work with adult clients to deliver IAG elements of contracts and projects, including the National Careers Service Adult Guidance contract.
9. Deliver group sessions to students at all levels on a range of careers-related topics, including higher education opportunities and applications, through the tutorial programme as appropriate
10. Undertake research on opportunities for students e.g. progression routes in education and employment, higher education bursaries etc
11. Support the Student Achievement and Wellbeing Manager in progressing on-line UCAS applications
12. Communicate regularly with College tutors and other Careers and Student Services staff to keep them informed of forthcoming opportunities for their students
13. Deliver and/or contribute to staff development for tutors and other Careers and Student Services staff in relation to higher education and other careers-related topics
14. Collect appropriate data relating to the service provided, completing statistical returns and reports to meet college requirements
15. Represent the College at a range of internal and external events as required
16. Update annual student and tutor HE guides
17. Support the implementation of strategies to raise aspirations and encourage progression to Higher Education/Higher Level Skills or work.
18. Undertake any other duties as determined by the Student Achievement and Wellbeing Manager

Statutory duties:

- **Safeguarding**

To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns in line with College procedures.

- **Equality and Diversity:**

To be responsible for promoting equality and diversity in line with College procedures.

- **Health and Safety:**

To be responsible for following health and safety requirements in line with College policy and procedures.

- **Training and development:**

To participate proactively in training and development including qualification development required in the job role.

Date prepared: October 2018

PERSON SPECIFICATION

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	Essential	Desirable
Qualifications/ training	<ul style="list-style-type: none"> • Good all round level of education to include Maths and English to GCSE (Grade A – C) or equivalent level (level 2) • Level 3 qualification (e.g. ‘A’ Levels or equivalent) • Degree Level qualification • High level of computer literacy skills • Willingness to work towards Level 6 CEIAG qualification 	<ul style="list-style-type: none"> • Safeguarding training • Equality and diversity training • Professional Qualification in Careers Guidance (level 6/7 QCG; DipCG)
Knowledge/ experience	<ul style="list-style-type: none"> • Successful experience of working with adults and young people, both 1:1 and in groups • Awareness of, and empathy with, the needs of students • Experience of working effectively with people from diverse backgrounds • Experience of working effectively as a member of a team • Evidence of high performance in previous roles/jobs • Evidence of understanding how to promote equality and diversity within the job role • Experience of organising events and activities • Experience of providing information, advice and guidance on learning and work • Experience of working effectively in a customer focussed environment 	<ul style="list-style-type: none"> • Experience of working in an education setting • Understanding of the issues facing post 16 education • Experience of writing reports • Experience of networking with a range of organisations • Understanding of quality and ethical issues relating to guidance

	<ul style="list-style-type: none"> • Experience of project work and meeting deadlines • Experience of using Microsoft Office applications 	
<p>Skills/abilities</p>	<ul style="list-style-type: none"> • Proven ability to demonstrate excellent interpersonal skills • ICT skills • Proven ability to work flexibly as part of a multi-disciplinary team • Proven ability to demonstrate excellent organisation and planning skills • Proven ability to work effectively with academic and support staff across college • Excellent verbal and written presentation skills • Proven ability to prioritise own workload and meet deadlines • Proven ability to work on own initiative • Proven ability to understand and work with a diverse range of cultural groups • Ability consistently to support a high quality learning experience for all students • Ability consistently to create a welcoming and supportive environment for students and/or customers • Ability to make a positive contribution to the team, valuing and respecting others' expertise and contribution • Ability to promote the College's outstanding reputation and carry out College business appropriately and professionally at all times • Ability to communicate effectively and confidently face 	<ul style="list-style-type: none"> • Ability to demonstrate a good track record of innovation • Effective report-writing skills

	to face, on the telephone and in writing	
Special requirements	<ul style="list-style-type: none">• Flexible attitude to work and working times, including occasional evening and weekend working	<ul style="list-style-type: none">• Ability to work at a variety of sites• Ability to drive and access to car. As the role will be Wellingborough and Kettering.