



Advice & Guidance Assistant, Learning Curve (Ipswich Campus and Suffolk Rural)

JOB DESCRIPTION

Directorate of Student Services, Safeguarding and Support



ADVERTISEMENT

Advice and Guidance Assistant
Salary up to £22,827 per annum
37 hours per week, 52 weeks per year

This is an exciting opportunity to join the Student Services Directorate working within the Learning Curves (learning resource and study centres) at our Ipswich and Suffolk Rural campuses.

Reporting to and supported by the Advice, Guidance & Welfare Co-ordinator, as a member of the Advice, Guidance & Welfare team you will help ensure the smooth day-to-day running of the College's Learning Curve facilities.

You will provide careers information advice and guidance (CIAG) to learners that both develops and promotes their achievement, success, progression and future employability.

You will be an enthusiastic, learner-focussed individual, with experience of working with young people. You will be organised, self-motivated, able to work on your own initiative and committed to supporting young people to achieve and progress.

You will have the following essential qualifications:

- GCSE grade C / 4 in both English and Maths (or Level 2 equivalent)
- Level 3 qualification in Information, Advice and Guidance / equivalent qualification (or a willingness to work towards Level 4).

Please note that this post covers Ipswich and Suffolk Rural campuses. With Suffolk New College being a multi-campus college, you may be required from time-to-time to travel to our On The Coast campuses, located at Halesworth and Leiston.

At Suffolk New College, we promote the culture of BeSNC. Implementing BeSNC is not just a choice; it's a commitment to providing the best possible environment for our learners to thrive. It's a commitment to nurturing an inclusive and supportive community where each learner, staff and community member can reach their full potential.

Closing date: Monday 7th October 2024 at 12:00 Midnight

Interview date: Wednesday 16th October 2024

We do reserve the right to close an advertisement early if we receive sufficient applications for the role.

This College is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. As part of our ongoing commitment to Equality and Diversity, Suffolk New College guarantee to shortlist all applicants from a black or ethnic minority group who meet the essential criteria and all applicants with a disability who meet the essential criteria. All appointments are subject to Disclosure & Barring Service (DBS) check.

We do not recognise any agencies or search agencies acting on our behalf unless they have been officially engaged. Applicants should apply to us directly and not be persuaded to go via an agency.

The College will not recognise any agency fees for recruitment activities unless an active engagement linked to a specific role has been agreed.

The College will not pay fees associated with CVs or applicants who are sent to the College via agencies on a speculative basis or in response to college adverts.

Agencies should refrain from sending CVs to anyone working for the College on a speculative basis. The College will make approaches to agencies via our HR team if we feel that we need assistance with a post.

DIRECTORATE OF STUDENT SERVICES, SAFEGUARDING & SUPPORT

The Directorate of Student Services, Safeguarding and Support delivers a fully integrated and pro-active service to both learners and staff across all our campuses. The teams work in partnership with curriculum teams and other business support areas of the College to contribute to the delivery of an exceptional learner experience aiming to improve learner achievement, retention and employability in line with College's strategic aims.

The Directorate is responsible for providing a comprehensive support service to all our learners, which includes;

- offering information, advice and guidance across a range of areas;
- managing all aspects of support for High Needs learners and for those with EHCPs;
- promoting and managing a culture of safeguarding;
- developing and delivering the Mental Health & Wellbeing Strategy;
- supporting the transition to college from school or other education providers;
- managing the Learning Curves which offer a learner-focused resource and study centre;
- delivery of careers information, advice and guidance (CIAG) in line with the College's Careers Strategy and the Gatsby Benchmarks.

The Directorate is led by the Director of Student Services, Safeguarding and Support, supported by the Learning Support & SEND Manager, the Safeguarding Manager, the Advice, Guidance & Welfare Co-ordinator and their respective teams. As a Directorate, the teams are committed to delivering an exceptional experience to our learners, across all of the College's sites, to enable them to achieve and progress on to their chosen career through further or higher education opportunities or employment.

The College is an exciting and vibrant place offering vocational studies within state-of-the-art workshops delivering qualifications from pre-entry level, through Level 1 to Level 5 in a range of subject areas including; Construction, Engineering, IT, Hair & Beauty, Catering, Art & Design, Fashion, Music, Games Design, Health & Social Care and Foundation Learning. The College also offers access courses for adult learners, maths and English GCSEs and Functional Skills.

In January 2020, Suffolk New College merged with the Otley campus of Easton & Otley College. Re-named 'Suffolk Rural', the campus is located just 9 miles outside of Ipswich and is a specialist land-based campus that offers a range of courses including Agriculture, Agricultural Engineering, Animal Studies, Arboriculture, Construction, Equestrian Studies, Floristry, Horticulture and Inclusive Learning.

JOB DESCRIPTION

Advice and Guidance Assistant

Summary of Benefits, and Terms and Conditions

Location:	Ipswich Campus and Suffolk Rural *
Salary:	Within the range of £22,071 to £22,827 per annum
Salary Scale:	Business Support Salary Scale 4
Contract status:	Permanent
Hours of work:	37 hours per week, 52 weeks per year
Pension:	Career average pension scheme in which employees contribute between 5.5% and 12.5% of salary
Holiday:	20 days per annum rising one day per year worked to a maximum of 25 days per annum, plus Bank Holidays and Christmas closure days
Staff Development:	Corporate and departmental development programme opportunities
Reporting to:	The Advice, Guidance & Welfare Co-ordinator

*Suffolk New College is a multi-campus college, therefore you may also be required from time-to-time, to travel to our On The Coast campuses located at Halesworth and Leiston.

JOB PURPOSE

As a valued member of the College's Advice, Guidance & Welfare team, you will:

- Be responsible for the routine tasks necessary to ensure the smooth day-to-day running of the Learning Curve facilities
- Provide high quality careers information, advice and guidance (CIAG) in order to develop and promote learner achievement, success and progression in line with pathways outlined within the College's "Careers Journey"

MAIN DUTIES AND RESPONSIBILITIES

1. Based within the College's Learning Curve environments, to provide careers information advice and guidance (CIAG), signposting learners internally or externally as appropriate.
2. To facilitate 1:1 sessions for learners with job searching, CV writing, UCAS applications, personal statements, professional networks (e.g., LinkedIn) and progression opportunities - *to include provision of specialist careers support only where the postholder is appropriately qualified to do so* - maintaining accurate records following 1:1 guidance sessions.
3. To use the Library Management System to issue and return resources, ensuring that any overdue correspondence is communicated in a timely way and in line with college processes.
4. To help maintain and promote the Learning Curve resources, by monitoring and logging orders and usage.
5. To help supervise the Learning Curves to ensure areas are being used for learning and development and help in maintaining positive behaviour in line with college policy.

6. To help look after the Learning Curve environment, keeping notice boards and displays tidy and up-to-date, cleaning computers, equipment and headphones as required.
7. To help learners access their online accounts by processing any log-in or password queries.
8. To use college systems to print, activate and distribute ID cards to learners as required, co-ordinating temporary and replacement requests where necessary (including lift passes), ensuring ID cards and lanyards are well-stocked.
9. To help look after the Learning Curve environment through the completion of routine tasks such as shelving books and keeping the notice boards and displays tidy and up-to-date. This will require moving trolleys and lifting books.
10. To help the wider team in overseeing the UCAS portal, supporting learners and staff with this process to ensure UCAS application deadlines are planned for and met.
11. To continually develop and update technical skills and knowledge required for the effective delivery of a complete and pro-active Learning Curve service.
12. To keep printers appropriately stocked with paper and reporting any maintenance requests to IT in a timely manner.
13. To support the wider team in promoting cross-college awareness activities and events.
14. To be an active first aider on the College's first aid rota as required.
15. To take a pro-active approach and responsibility for the wellbeing and safeguarding of all learners in line with the College's safeguarding policies and procedures.
16. During holiday periods (outside of term time), duties will include but not limited to:
 - To ensure any queries are resolved in a timely manner
 - To provide IAG support as required
 - To undertake stock-taking activity and update the library catalogue system accordingly
 - To support in preparation of resources, and maintenance of displays (including on the intranet)
 - To help collate usage information for the purposes of management reports
 - To ensure Learning Curve areas are tidy, well-presented and appropriately stocked in readiness for learners' return to college.
17. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

This Job Description sets out the major duties associated with the stated purpose of the post. It should not be assumed that other duties of a similar level / nature undertaken within the section are excluded simply because they are not itemised.

The duties of this post could vary from time to time because of new legislation, changes in technology or policy changes, should there be such variation, appropriate training may be given to enable the post holder to undertake the new / varied work.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of education including maths and English to Level 2 (GCSE C or grade 4) • Minimum Level 3 qualification in Information, Advice and Guidance (or equivalent) or a willingness to undertake Level 4 • Up-to-date First Aid training or a willingness to undertake 	<ul style="list-style-type: none"> • Level 4 qualification in Information, Advice and Guidance (or equivalent)
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of working with or supporting young people in school or college setting • Knowledge of safeguarding and PREVENT in an education context 	<ul style="list-style-type: none"> • Experience of providing advice and guidance to young people on 1:1 / group work basis • Experience of working in Library / Learning Resource Centre • Knowledge of person-centred approaches
Skills	<ul style="list-style-type: none"> • Ability to communicate with range of audiences including young people, parents / carers and external agencies • Good IT, literacy and numeracy skills • Ability to problem solve • Ability to follow instruction and routines • Ability to manage learner's behaviour and able to respond appropriately when faced with difficult situations • Flexibility to re-prioritise work with minimum warning 	
Qualities & Attributes	<ul style="list-style-type: none"> • Learner-focused approach • Active listening and coaching style • Calm under pressure with resilient approach in difficult situations • Self-aware and reflective • Diplomacy, tact and integrity 	
Attitude	<ul style="list-style-type: none"> • Embed and promote equality, diversity and respect • Pro-active commitment towards safeguarding and promoting welfare of young people, showing due regard for confidentiality • Positive and can-do attitude to work • Actively participate in continued professional development • Flexible approach to meeting changing needs 	

EQUALITY & DIVERSITY

All applicants will be afforded equal opportunity of employment irrespective of gender, marital status, pregnancy or maternity leave, sexual orientation, transgender, disability, age, ethnicity, religion or belief. As part of our on-going commitment to Equality and Diversity, Suffolk New College guarantee an interview to all applicants who have declared a disability or are from a black or ethnic minority group who meet all of the essential criteria.

CRIMINAL CONVICTIONS

Suffolk New College welcomes applications from a diverse range of candidates. Unless the nature of the work demands it, applicants will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974. Having an 'unspent' conviction will not necessarily bar applicants from employment. This will depend on the circumstances and background to any offence(s). Any post which involves direct contact with persons under the age of 18 or with vulnerable adults is exempt under the Rehabilitation of Offenders Act 1974 and applicants are required to disclose spent convictions. Appointments will be subject to an enhanced Disclosure check by the Disclosure and Barring Service.

INFORMAL ENQUIRIES

For informal enquiries, contact Greer Hill, Director of Student Services, Safeguarding and Support via email on GreerHill@suffolk.ac.uk

BUSINESS SUPPORT SALARY SCALE 4

13	£22,071 per annum
14	£22,275 per annum
15	£22,827 per annum