

CREATING GREAT FUTURES

At Croydon College Group our staff are passionate and committed to achieve the very best outcomes for our students. We recognise and value our people as our most important asset in achieving each of the aspirations within our [College's Strategic Plan 2019-2024](#). We believe it is through our people that an excellent student experience will be delivered, and this will have a positive impact in our local community. We value inclusion and we are committed to the promotion of equality, diversity, and inclusion, ensuring we have a diverse, skilled, and motivated workforce who are empowered and engaged. This makes our College a unique, vibrant and rewarding place to work.

Our visions and values ensure that we put our students first and value our staff. You can view a short video on our vision and values [here](#).

Croydon Campus

Our Croydon campus is centrally located near to East Croydon station offering a wide range of transport options and easy access to many areas. It's central location in Croydon means we are closely linked with our local community and all that Croydon has to offer. Croydon College can trace its history back to 1868 when Croydon School of Art was first established. Subsequently, a rich and interesting history followed leading to the Croydon Technical College opening its doors for the first time in 1955 and was finally completed and formally opened by the Queen in 1960. In 1974 the College was renamed Croydon College and has remained as such on the main Fairfield site ever since.

Our wonderful campus has recently undergone refurbishment and we are proud of the modern learning facilities we offer to our students, including recent investment in our clinical nursing suite, and refurbishment of our learning spaces with interactive technologies.

Coulston Campus

Coulston Sixth Form College was formed in 1988 on the site of the former Purley High School for Boys which existed from 1914 to 1988. Originally located in Purley, in 1936 it relocated to Placehouse Lane, Old Coulston. Our wonderful campus remains in the heart of Old Coulston, having had a complete rebuild, which offers exceptional learning facilities to our students, and a fantastic working environment for our staff. In February 2019 Coulston Sixth Form College was incorporated into Croydon College.

JOB DESCRIPTION

Post:	Student Experience Officer
Reports to:	Senior Student Experience Officer
Hours of work:	35 hours a week based on 52 weeks per year
FTE Salary:	£34,905.40 per annum
Duration:	Fixed term contract until end of February 2025
Location:	Croydon

Purpose and scope of job role

To provide a range of professional careers advice and guidance as part of the Careers programme across both the Croydon and Coulsdon campuses, supporting the implementation of a strategy that supports the achievement of the Gatsby Benchmarks and prepares young people for future choices in education, training and employment.

Duties and Responsibilities

- In liaison with the Careers Coordinator to deliver a programme of Careers activities that include both 1:1 and workshop sessions
- To conduct 1:1 client-focused, impartial, personal career guidance interviews which challenge and support young people to make informed, realistic and adaptable career decisions
- Ensure the Careers service is accessible to all students by using a combination of technology and outreach, to include a drop in and bookable appointment service
- To provide workshop sessions which may include CV writing, applications, personal statements and preparing for interviews

- To generate and maintain client records in support of personal guidance interviews, including a summary of agreed actions/action plan.
- To record engagement data and personal plans for service monitoring and impact measurement
- To support the delivery of a range of aspirational and engaging careers and progression activities and events throughout the year
- Support the UCAS applications process through the provision of advice and guidance to students and staff, and provide administrative support on the online UCAS system
- Engage with community partners to create opportunities to collaborate and build the College careers programme
- Engage with curriculum and other support teams to support effective cross-college practice and communication, and the continued development of careers education
- Support the continuous development of Careers information resources e.g. Careers library, Open Access IT resources, Moodle, noticeboards, dissemination of information to tutors
- Support quality assurance processes, including participating in a schedule of peer observations
- Work to professional CDI standards and code of ethics, ensuring compliance with the statutory requirements to provide independent career guidance, and maintain professional currency and knowledge

General

The post holder will undertake assigned responsibilities effectively and efficiently, and within regulatory and legislative requirements; achieve individual and corporate targets within the College's annual planning and staff performance review processes and budgetary constraints in order to create and maintain high performance of students and the College and:



- Everything we do has a Student Focus, with the following core values: Creativity, Respect, Aspiration, Integrity, Empowerment, Responsibility and Accountability.
- Actively promote the values of the College: student focus, responsibility, integrity, collaboration and respect.
- Actively promote British values and equality and diversity, recognising and actively challenging stereotyping, prejudice and discrimination, ensuring that these principles permeate all working practices, creating an inclusive learning environment and workplace for students and staff respectively.
- Ensure effective quality control and continuous improvement in all aspects of this post, in keeping with the College's existing and developing quality assurance systems.
- Be committed to professional development, through participation in the College continuing professional development programme which includes commercial upskilling, staff learning days and training events appropriate to the job role.
- Develop effective relationships with internal and external stakeholders and partners as appropriate to the role.
- Comply with and promote College Safeguarding (including prevent), Data Protection and Health and Safety policies and procedures and to undertake recommended training as and when necessary.
- Identify and manage risk effectively.
- Undertake such other duties as required, commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the College.
- Support cross college events such as Open Evenings and Enrolment sessions when required.
- Adhere to and ensure compliance with all College Procedures and as detailed in the Staff Handbook.
- At all times seek to serve the best interests of the College.



- To provide cover for colleagues during periods of holiday or sickness absence.

NB: This job description outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

PERSON SPECIFICATION

Please read the items in his Person Specification carefully. When completing your application please describe and provide evidence of your knowledge, skills and experience in terms of the criteria below. Selection will be based on the Person Specification criteria.

	Requirements
Knowledge	<ul style="list-style-type: none"> • Knowledge of the CDI framework and Gatsby Benchmarks • Knowledge of methods of delivering excellent student-focussed customer service.
Qualifications	<ul style="list-style-type: none"> • Level 6 CEIAG qualification • Level 2 English and maths
Experience	<ul style="list-style-type: none"> • Experience of working in, or providing, an information, advice and guidance service within the FE sector.
Skills	<ul style="list-style-type: none"> • Problem solving ability • Ability to work under pressure and meet deadlines • Excellent interpersonal and diplomacy skills • Competent in the use of the Microsoft suite of software specifically Outlook, Excel and Word
Attitude	<ul style="list-style-type: none"> • Model appropriate behaviour including conduct, dress code and timekeeping • Positive 'can do' attitude • Maintain confidentiality in relation to nature of the work. • Inclusive, collaborative and collegiate approach

	<ul style="list-style-type: none">• Dedication and commitment to equality of opportunity• To work flexibly and efficiently whilst maintaining the highest professional standards and to promote and implement the policies of the College
--	--

Safeguarding

This post is recruited in line with Safer Recruitment practices. You must demonstrate in your application, your ability to work in a way that promotes the safety and wellbeing of children and young people. If you are successful, this post will be subject to an enhanced DBS check and other onboarding requirements in line with the [Keeping Children Safe in Education Guidelines](#).

Staff Benefits

Apart from our great location, our wonderful staff and positive culture, we also offer a range of other staff benefits. This includes:

- Generous annual leave
- Defined benefit pension schemes
- Cycle to work scheme
- IT salary sacrifice scheme
- UNIDAYS online discount
- Costco membership card
- TOTUM NUS Extra Card
- Annual season ticket loans
- On-site [Aura Hair and Beauty Salon](#) offering hairdressing, beauty and complementary therapies at competitive prices
- Access and use of the College library

We also value staff development and have 7 days a year planned for staff development, including elements of team development, socialisation and staff wellbeing.

Next Steps

If you are as passionate about making a difference, we look forward to receiving your application and joining our great college group.