

Higher Education Achievement Coach

Role Description

About the role

This role offers the successful candidate the opportunity to play a leading role in providing academic and pastoral support for our Higher Education students. In addition, the successful candidate will be expected to promote the personal development of Higher Education students, enabling them to develop the knowledge, skills and behaviours necessary to successfully complete their studies and support suitable progression opportunities. This is a critical role in enabling the Higher Education department to ensure that all students have equality of opportunity, in terms of Access, Continuation, Achievement and Progression. The role will also have responsibility for co-ordinating the student voice function within Higher Education, including the National Student Survey.

The successful candidate will provide individual support to our Higher Education students, working closely with course leaders to provide support for students identified as being at-risk of non-completion. This support will include referral to Student Services where necessary, with a particular focus on signposting students to the relevant support networks, where students have identified mental health issues, as a barrier to learning.

The role will involve some cross-campus and evening working, as well as working during the summer break period, to support students with re-assessments and summer school activities. We are looking for an energetic, innovative and flexible individual who is fully committed to supporting the achievement and welfare of all our Higher Education students.

Main Duties

- Provide academic and pastoral support for all Higher Education students.
- Plan and deliver a programme of coaching and support to enhance the student journey, including the development of key academic skills.
- Work with programme leaders to monitor attendance and track student performance, including assessment outcomes.
- To work with academic teams to develop a proactive approach to supporting 'at risk' students, as part of the Student Progress Review process.
- Understand achievement rates, progression rates, and grade profiles and to support the drive to improve rates across all areas.
- Support students through re-assessments, during the summer break period.
- Work with library liaison staff to support students in utilising Higher Education resources that are available to students to enhance academic and study skills.
- Provide student support for summer school and progression activities.
- Direct students to the appropriate student services department, where welfare issues are evident.
- To co-ordinate the Higher Education student voice function, including the National Student Survey.
- Support the admissions team with widening participation activities, for under-represented groups.
- Plan and support the Higher Education student induction programme.

Role Objectives

- To maximise HE student performance, through the enhancement of academic skills.
- To oversee the HE student journey, with appropriate interventions where necessary, in terms of access, attendance, retention, achievement and progression.
- To work and communicate effectively with curriculum teams and support departments to identify student support needs in a timely and effective manner.
- Improve retention, achievement and grade profiles for all Higher Education students.
- Be able to provide HE students with pastoral and welfare support, or be able to direct all HE students with specific pastoral needs, including mental health needs, to the appropriate internal and external support networks.

- Support the library team, with the implementation of academic study skills support for all groups of students, including the implementation of study skills packages to support students prior to enrolment.
- Oversee and plan the HE summer school and progression activities.
- Oversee and plan the student induction programme.
- Maintain accurate and appropriate records including destination data, for all HE students.
- To maximise the college's commitment to Widening Participation in Higher Education, by supporting outreach events.
- Co-ordinate the student voice function, providing solutions to any HE student issues.

Challenges

- You will need to have a clear understanding of the barriers to learning and achievement, faced by our HE students and be able to develop strategies to counter these barriers.
- You will be able to manage conflicting demands, working within time pressures to complete day to day operational tasks and achieving targets in line with deadlines.
- You will be able to retain and provide information including knowledge and appreciation of courses, activities, opportunities and other agencies that could be drawn upon to provide additional support for students.
- You will need to develop a strong understanding of Higher Education, along with our commitment to widening participation.

Your role in the department

- You will be line managed by the Head of Higher Education.
- You will work closely with Curriculum Team Leaders to ensure that an effective and relevant support programmes is put in place for each student.
- You will work closely with the Higher Education Co-ordinator to monitor and keep effective records of student progress and achievement.
- You will collaborate effectively with other cross college staff including Library staff, Student Services, Careers and Counselling services.

Our Vision and Values

You will work with us to achieve our organisational vision of 'We will become one of the UK's leading Further Education College's, delivering outstanding technical and professional education and training, helping businesses succeed and grow, and transforming the lives of our students and our communities'.

You will embed our values in all that you do:

- Respect
 - Valuing each other and the ways in which we work together
- Support
 - Creating an environment which is caring and safe
- Inclusion
 - Valuing and creating individuality and the chance for each to reach their full potential
- Excellence
 - Being positive and creative, and striving to be the best that we can be
- Partnership
 - Working with employers and partners to meet the needs of our students and our community

Commitment to Safeguarding and Equality, Diversity and Inclusion

RNN Group places the health, safety and wellbeing of students and staff at the forefront of all its operations and is committed to creating and maintaining an environment that promotes effective safeguarding practice.

RNN Group has a statutory and moral duty to ensure that the business functions with a view to safeguarding and promoting the welfare of children, vulnerable adults and young people studying.

The post holder will therefore be required to commit to the Safeguarding for all policy and will have a shared responsibility to promote a safe environment for children, vulnerable adults and young people learning within any of the business sites.

All posts are subject to a Disclosure and Barring Service check.

We would expect the post holder to be responsible for the Safeguarding of learners within their area and across the organisation including:

- Ensuring compliance with procedures for the protection of children and vulnerable adults
- Making certain of compliance with any guidance on Safe working Practice
- Being alert to any indication or allegation of abuse and take appropriate action under the appropriate procedures

RNN Group is very proud to be viewed as being an Inclusive College. We have Investors in Diversity recognition for the work we have undertaken. We actively work to advance Equality, Diversity and Inclusion and eliminate any form of discrimination in line with our College Mission, Values, Culture, Policies and Procedures and in compliance with The Equality Act 2010. You will also be committed to a policy of equal opportunity of treatment to all students, staff, clients, and members of the public, regardless of any protected characteristics. We are proud to be part of the Disability Confidence Scheme.

Commitment to Data Protection

The RNN Group takes data protection seriously and has a statutory and moral duty to ensure the security of the personal data collected by the Group, the post holder will be expected to have a knowledge of keeping personal data safe including:

- Ensuring compliance with the data protection policy
- Ensuring compliance with the subject access request policy
- Reporting any data breaches or data security concerns to the Data Protection team

Requirement for flexibility and updating of the role description

You will be required to carry out duties as maybe commensurate with the post which do not change the character or purpose of the post which are necessary to maintain high quality standards of business practice.

Duties must be carried out in strict compliance with all policies including, but not limited to; equality and diversity, health and safety, quality assurance and Data Protection.

Terms and Conditions – Support Staff

The terms and conditions for the role are as follows:

Salary: Spine Point 16, currently £20,137 per annum

Pension: Automatic enrolment to the South Yorkshire Pension Scheme.

Holidays: 22 days per annum plus bank holidays (Increases with service to a maximum of 26 days plus bank holidays).

**Higher Education Achievement Coach
Role Specification**

AF-Application Form I-Interview R-Reference CQ-Certificate of Qualification

Personal Skills Characteristics	Essential	Desirable	Method of assessment	Shortlisting Criteria
1. Experience				
• Experience of working with and supporting a range of client groups.	✓		AF,I,R	✓
• Experience in creating and delivering programmes or support towards identified outcomes or objectives.	✓		AF,I,R	✓
• Experience of working within the higher education sector.		✓	AF,I,R	
• Experience of supporting students with higher level academic study skills.		✓	AF,I,R	
• Working within a customer focused environment	✓		AF,I,R	✓
2. Qualifications				
• Degree level qualification	✓		AF,CQ	✓
• Literacy and Numeracy to Level 2	✓		AF,CQ	✓
3. Practical and Intellectual Skills / Knowledge / Abilities				
• Ability to demonstrate flexibility and team working	✓		I,R	
• Able to work in an organised and methodical manner	✓		AF,I	✓
• Able to relate positively, confidently and sympathetically to people from a range of backgrounds, differing abilities and levels of motivation	✓		AF,I,R	✓
• Familiarity with computer applications, particularly word processing, PowerPoint and databases	✓		AF,I,R	✓
• Highly flexible, motivated, organised and the ability to work unsupervised	✓		I,R	
• Excellent communication and interpersonal Skills	✓		I,R	
• The ability to work in a demanding environment, whilst remaining calm and focused	✓		I,R	
• Knowledge and understanding of academic skills required to succeed in higher education.	✓		AF,I,R	✓
• Knowledge of local employment opportunities		✓	I	
• Knowledge of the graduate recruitment market.	✓		I	
4. Disposition / Attitude				
• Pleasant and helpful approach at all times	✓		I,R	
• Work in a professional and confidential manner with a high degree of integrity and flexibility.	✓		I,R	
• A commitment to safeguarding and promoting the welfare of people receiving education and training	✓		I,R	
• Able to work with sensitive information and treat this confidentially in line with the requirements of the Data Protection Act	✓		I,R	
• Committed to a policy of equality which is relevant to all students, staff, clients and members of the public, regardless of race, creed, colour, ethnic origin, nationality, gender, sexual orientation, age and disability	✓		I	
5. Training				
• Willing to undertake any training connected with the post		✓	I	
• Willing to undertake statutory training in connection with Safeguarding, Data Protection, Equality and Diversity and Prevent.		✓	I	
6. Physical Make-up				
• Good sickness/attendance record in current/previous employment, college or school as appropriate, (not including absences resulting from disability)		✓	I,R	