

The Northern College

Job Description

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| Post Title: | Head of Student Support Services |
| Responsible to: | Assistant Principal Student Experience |
| Work arrangements: | 36 hours per week, 52 weeks per year You will be required to work such hours as are reasonably necessary for the proper performance of your duties. |
| Grade/Salary: | Academic/Academic Related Scale Points 39 – 42 £42,602 - £46,536 |

Purpose of the Role

To provide leadership for all aspects of the development, management and delivery of an effective and efficient student support services provision in line with funding and good practice requirements. Providing leadership for all student facing support services, including Student Admissions, Additional Learning Support, and the Student Union to ensure an effective and efficient student journey in line with College priorities and strategic objectives.

Main Duties

1. As a member of the College Leadership Team, to contribute to the leadership and management of the College ensuring the responsibilities of the post are carried out in a way that reflects the mission and values, and support the successful delivery of the College business plan and overall strategic priorities.
2. To ensure that every student has access to appropriately personalised and formatted information, advice and guidance (IAG) onto courses and financial support services throughout their programme of study and to support positive progression and destination.
3. To provide and deliver a comprehensive and dynamic range of excellent services to support students to successfully complete their studies, achieve their aims/qualifications and progress to positive destinations. These should include appropriate access to additional learning support, counselling services, cultural and enrichment activities, and pastoral and welfare support.
4. To lead and demonstrate an understanding of high quality and efficient additional learning support, which drives independent study and impacts positively on retention and achievement.
5. To ensure that all aspects of Student Support Services are set out clearly in a bank of procedures in line with funding and audit requirements and evidenced appropriately.
6. To act as a Designated Safeguarding and Prevent Officer at the College and undertake the necessary training and activity to keep up to date with developments and referral mechanisms.
7. To lead on Equality, Diversity and Inclusion to ensure a high standard of advice, support and delivery in line with Equality Act.

8. To monitor and report on the provision and performance of services, evaluating quality and performance alongside implementing quality processes and standards as agreed with the AP Student Experience.
9. To establish and maintain effective liaison with College MIS systems to ensure that data on ALS and Student Services is accurate, auditable and compliant with ESFA guidelines, confidentiality and GDPR guidance.
10. To work closely with the Head of MIS to claim the full and appropriate value of funding in the ALS claim and to work on appropriate special arrangements for students with awarding bodies.
11. To ensure ALS needs are assessed through the admissions process and establish systems and procedures to track and review targets, progress and outcomes for students in line with quality and funding requirements.
12. To contribute to the design, implementation and management of student journey processes throughout the College, ensuring that student support services link both digitally and practically to all parts of the wider College processes and improve the whole student experience.
13. To ensure the College meets all legislative requirements and quality good practice including SEND Code of Practice, Matrix Standards, Gatsby Benchmarks and the Equality Act 2010.
14. To ensure that the provision of Student Support Services is flexible, responsive and accessible to all students, staff and stakeholders.
15. To develop relationships and oversee the work of all partner agencies delivering support services for the College, its students and stakeholders, identifying opportunities and acting as an ambassador for the College in all areas of work.
16. To manage and monitor budgets, delivering to target or better whilst ensuring maximum impact of Student Support Services delivery, in line with audit and inspection requirements.
17. To lead on the recruitment, deployment and management of employees to ensure staff are qualified, deployed, managed and professionally developed in line with required standards, and in turn ensuring all staff make an effective contribution.
18. To provide clear direction to all staff in Student Support Service teams ensuring that a robust culture exists which celebrates success, challenges underperformance, encourages innovation and supports continuous improvement and development, managed through staff CPD and appraisal.
19. To take a cross College lead role in specific areas of development or improvement as directed by the AP Student Experience.
20. Lead and attend meetings as necessary both internally and externally as appropriate.
21. Prepare and present accurate reports, presentations and management information as required.
22. Provide cover as required on a rota basis at the following times:
 - a. Weekend management rota
 - b. 24-hour off-site management rota
23. To implement and oversee appropriate and professional methods of communication within the area to ensure all staff are fully engaged with College and area priorities, ensuring that team meetings and information cascade mechanisms are structured and effective.

24. To observe all College policies, procedures, working practices and regulations, and in particular to comply with the College's Equality and Diversity policy, Health and Safety policy, Financial Regulations, Safeguarding policy and Code of Conduct.
25. To personally work to and lead on the effective implementation of all cross College policies and procedures, ensuring that all staff in the area are aware of developments, follow College policy, and implement change where required.
26. Promote effective communication and open dialogue with others.
27. Demonstrate a strong commitment to self-development and undertake professional development as required, and through this, encourage all staff to develop and contribute to the achievement of College objectives.
28. Undertake any training and development deemed relevant to the post.
29. Any other duties which do not change the nature and purpose of the post which may be delegated to the post holder from time to time by the Principal or a senior leader acting on his/her behalf.

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| Employee Name: | Signature: | Date: |
| Line Manager Name: | Signature: | Date: |