

Job Description

Directorate	Curriculum Quality & Recruitment
Department	Quality and Learning Services
Section	Student Services
Job Title:	Head of Student Services
Reports To:	Assistant Principal, Quality and Learning Services

Job Purpose

To develop and lead a centrally managed student service function, which meets the needs of learners and supports effective curriculum management, providing a high-quality service to all visitors and stakeholders.

To be responsible for the following staff: Retention and Progression Co-ordinators, Health & Well Being Coordinator, College Counsellor, Safeguarding Coordinator, Safeguarding Officer, Student Services Adviser, Student Services Finance Adviser, Student Finance Coordinator

Main Responsibilities

To be responsible for the overall management, co-ordination, development and delivery of a high-quality centralised Student Services provision which includes careers education, information, advice and guidance, welfare, student finance, and safeguarding.

To act as Deputy Designated Safeguarding Lead and Operational Safeguarding Lead, responsible for ensuring the safeguarding of students in accordance with statutory guidance.

To act as the Prevent Co-ordinator, responsible for all aspects of the college's response to issues connected to Prevent.

To act as Careers Lead for the college and ensure that Gatsby Standards are delivered and self-assessed on a termly basis. Liaising with relevant managers and teams to effectively embed careers across curriculum provision.

Main Tasks

Ensure, as a college manager, close liaison and co-operation with other managers to deliver the college's strategic plan and key objectives.

Lead the Student Services teams, ensuring that staff are managed, trained, and motivated to meet the objectives and priorities of the college. Through the clear development of key

performance indicators and relevant action plans, ensure that college and service level objectives are met.

As a manager, to assist with the production of the annual Self-Assessment Report, Strategic Plan and associated action plans, including contributing to the production of the Personal Development and Behaviour and Attitudes main grade sections within the college's Self-Assessment Report.

Responsible for the provision of supervision to staff on safeguarding and child protection matters, representing the college in strategy discussions and inter-agency meetings, and/or to support other staff to do so, in accordance with statutory requirements.

Manage the work of the College Safeguarding Co-ordinator and ensure the coordination and management of safeguarding and Prevent processes, including liaison with other relevant agencies where appropriate.

Ensure appropriate training is available for the Safeguarding Team, in line with Keeping Children Safe in Education.

Advise and supervise the safeguarding team on specific case load in line with Sefton level of need guidance and national and local guidance and legislation.

Lead on the safeguarding self-assessment for the completion of the Sefton Safeguarding Children's Partnership (SCP) Section 175 audit.

Develop and fully embed quality standards and service level agreements for student services, ensuring these are maintained and the effectiveness monitored and reviewed.

Manage the delivery and development of a range of quality accreditations by continuous development activity within the area of Student Services.

Deliver a diverse range of learner-centred, Careers, Education, Information, Advice and Guidance services which impacts positively on the learners' experience and the meeting of their aspirations, including moving to high quality external destinations, supported by the successful embedding of the Gatsby Benchmarks.

As Careers Lead for the college, manage partnership work with the senior enterprise co-ordinator and ensure that careers education is embedded across college.

Oversee the College UCAS apply and loan application process for Higher Education and FE Advanced Learning Loans.

Manage external agencies that support the work of Student Services to fully integrate their service to provide a highly effective support service to students.

Lead the contract with Health Assured to ensure that the online welfare and counselling provision is effectively managed and accessibly integrated, to meet diverse learner needs.

Support learners with their employability skills and work readiness to enhance positive outcomes and destinations for learners.

Manage the assessment of eligibility for financial support for learners to minimise hardship and widen participation. Co-ordinate effective policy and practice regarding the Student Bursary. Ensure effective budget management supports forecasting bursary allocation and reporting to the Senior Funding Planning Manager.

Management of the well-being offer extended to students through an annual enrichment programme and a drop-in service. Ensure delivery is in line with the requirements of the Personal Development and Behaviour and Attitudes main grade sections within the College's Self-Assessment Report.

Oversee the college counselling delivery to ensure counsellors operate in line with BACP guidance. Ensuring delivery of mental health support and assessment processes covers the entirety of the student journey from support at entry stage at enrolment to transitional support on exit point.

Manage and monitor the department budget allocation, identify variances and take appropriate action as necessary for ensure financial obligations are achieved.

Provide high quality management information and statistical data for both internal and external purposes, as required.

Ensure that tracking, recording and reviewing systems are developed, maintained and monitored to enable consistent, accurate, readily available data of the Student Services and safeguarding provision.

Prepare reports, gather data, present findings and provide support and advice to the Principalship Team and the wider Management Team on aspects relating to the safeguarding and Student Services function, highlighting trends and variances and potential impact on the business.

Manage staff within a designated area undertaking recruitment & selection, induction, probation and performance management processes, as required.

Maintain a current knowledge of relevant developments and legal issues in respect of areas within student services and ensure that appropriate colleagues are briefed, to ensure that the college meets its obligations.

Chair Directorate and cross-college meetings to support the strategic and operational requirements of the post.

General

Provide support for the maintenance of the risk management process and documentation.

Understand health and safety legislation as it applies to college maintenance and carry out all work in accordance with the college health and safety policies and procedures and ensure external contractors on site follow the college's policies and procedures.

Special Features:

To attend evening governance committees and college evening events when required.

To undertake to the role of Duty Manager in accordance with the requirements of the Duty Manager rota.

Responsibilities common to all staff

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the college on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

The college aims to be a place in which people can work and study free from any form of discrimination. You are responsible for applying the college's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You are required to participate with the Appraisal process, engaging in the setting of objectives to assist in the monitoring of performance and the achievement of personal development.

All employees are required as part of their duties to take responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

Such other relevant duties commensurate with the post as may be assigned by your manager in agreement with you. Such agreement should not be unreasonably withheld.

Review

This is a description of the job as it is presently constituted. It may be reviewed and updated from time to time to ensure it accurately reflects the job required to be performed, or to incorporate proposed changes.

Person Specification

In order to be short-listed you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist

Qualifications		Essential	Desirable	How Assessed
1	An undergraduate degree or equivalent	•		A/C
2	Qualified at Level 2 in English and Maths	•		A/C
3	A minimum of a Level 6 Careers qualification, or equivalent, relevant professional experience	•		A/C
4	Current Designated Safeguarding Lead & Level 2 Safeguarding Children's Partnership Child Protection qualifications, or willingness to undertake within 3 months of commencing employment	•		A/C
Experience and knowledge				
5	A minimum of three years' management experience within further/higher education	•		A
6	Proven successful experience as a manager within a student service/experience environment, including direct experience of the delivery of Gatsby standards	•		A/I
7	A minimum of three years' experience managing a safeguarding team within further/higher education	•		A/I
8	Successful experience in meeting audit/inspection requirements and responding effectively to recommendations	•		A/I
9	Experience in successfully meeting high activity targets within budget, through effective financial control	•		A/I
Skills & Abilities				
10	Ability to lead, manage and motivate staff to achieve the highest levels of quality and performance, able to respond proactively to change, determine priorities and make decisions that are supported by excellent organisational skills	•		I
11	High level of skill when managing budgets and accessing and analysing data, with competence in the use of Microsoft Office or equivalent packages	•		I

12	Demonstrable ability and vision in developing provision, communicating effectively, and liaising with stakeholders; with a clear ability to work independently and as part of a team to achieve individual and team objectives	•		I
13	A full understanding of the challenges presently facing the educational sector and a knowledge of national and local strategies related to further education, including Safeguarding and Keeping Children Safe in Education	•		I
Personal Characteristics		Essential	Desirable	How Assessed
14	Has high expectations of self and others	•		I
15	Takes responsibility for work activities and personal actions and delivers on commitments	•		I
16	Innovative in response to changing circumstances identifying and or implementing new or improved approaches	•		I
17	Builds positive relationship with others maintaining mutual trust, candour and respect	•		I
18	Does the right thing in the right way and is honest and transparent in their approach	•		I

Key	
A	Application
I	Interview
T	Test
C	Certificate
P	Presentation

Vision, Mission and Values

Vision

To be the best College in the country.

Mission

To inspire, challenge and transform lives.

Values



Excellence

We have high expectations of ourselves and each other.



Accountability

We own what we do, learn from our mistakes and constantly seek to improve



Innovation

We seize opportunities and are bold and dynamic in our approach



Collaboration

We are one team and work hard to serve each other well



Integrity

We are honest and transparent and do the right thing in the right way

Main Terms and Conditions of Employment

Salary	£35,000 - £40,000
Holidays	35 days inclusive of 8 statutory bank holidays
Pension	LGPS Pension
Contact Type	Permanent
Working Weeks	52
Hours of Work	Minimum of 35 per week