

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Student Support Officer – Curriculum
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Post Holder	
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Accountable To	Student Services Manager – Welfare and Transitions
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Responsible For	<p>Front-line monitoring, support and guidance to aid student engagement, attendance and achievement.</p> <p>Providing effective customer service to visitors, future students and stakeholders.</p>
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Department	Student Support Services
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Overall Purpose of Job
<p>To be the known contact person for our students on matters that are out with the curriculum and may impact on their success.</p> <p>Provide a range of support to students, including;</p> <ul style="list-style-type: none"> • Information, advice and guidance • Pastoral/Wellbeing support • Liaison with and/or signposting to appropriate specialist support. • Tracking and monitoring attendance and engagement.

Main Duties and Responsibilities
<p>To support in the planning and implementation of strategic change:</p> <ul style="list-style-type: none"> • Support the college to achieve the outcomes of the Colleges’ Strategic Plans, strategies and action plans. <p>To work as one team to improve and develop our services:</p> <ul style="list-style-type: none"> • Deliver inclusive services to support students across the College at pre-entry, induction, on programme and progression stages of the student journey. • Track and monitor student attendance and engagement and liaise with Curriculum staff to provide targeted support where required. • Deliver frontline student support which includes pastoral and wellbeing support, and signposting students to appropriate internal and external services. • Provide general information, advice and guidance relating to the College.

- Deliver mental health first aid support to students presenting with emotional and/or mental health issues and liaise with specialist student support staff where required (e.g. Student Wellbeing Coordinator).
 - As part of our corporate parenting responsibilities, identify and support students who are care experienced, estranged or carers and liaise with specialist student support staff where required (e.g. BYT mentors and safeguarding leads).
 - Use the relevant college reports as directed by your line manager to identify students with additional support requirements.
 - Ensure confidentiality and maintain accurate and timely records of support given and understand when and with whom critical information can be shared under GDPR processes.
 - Contribute to curriculum meetings where appropriate, *i.e.* tracking and monitoring and block team meetings.
 - Undertake any other appropriate duties to support the effective and efficient operation of the College.
 - Attendance at internal and external meetings/events if required (e.g. graduation, school careers fair and transitions meetings).
- To maintain Personal and Professional Development:**
- Adopt flexible working methods to meet the changing needs of the College
 - Develop and maintain high quality standards appropriate to the post
 - Develop and maintain professional standards and expertise by undertaking relevant professional development
- To demonstrate appropriate Competency and Behaviours:**
- Promote and comply with legislation including Health and Safety, Equalities and Inclusion, General Data Protection Regulation, Prevent and Safeguarding
 - Conduct yourself at all times in line with our college values and behaviours
 - Comply with College Policies and Procedures relating to Staff and Students

The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed Date

(Staff Member)

Signed Date

(Line Manager)

PERSON SPECIFICATION

QUALIFICATIONS		Essential or Desirable
SCQF Level 6/7 or equivalent qualification in a relevant subject or relevant working experience in a customer focussed role		E
ICT qualification e.g. PC Passport		D

KNOWLEDGE		Essential or Desirable
Personal Learning Planning Processes – setting and reviewing goals		E
Developing motivational skills in others		E
Good knowledge of barriers students face which inhibit their success		D

EXPERIENCE		Essential or Desirable
Recent experience working with individuals to support them to achieve		E
Successfully working with staff at all levels within an organisation		E
Recent experience of working with individuals who have experienced challenges in their lives		D

INTERPERSONAL SKILLS & ABILITIES		Essential or Desirable
Ability to communicate effectively with learners on a one-to-one basis		E
Ability to plan and organise self and others to ensure deadlines are met		E
Ability to deal with sensitive and confidential matters discretely		E
Ability to provide mentoring support		E
Ability to implement successful strategies to improve student achievement, retention and attendance rates		E
High level of communication and interpersonal skills		D

OTHER ABILITIES/QUALITIES		Essential or Desirable
Ability to work within a team		E
Ability to work flexibly and adapt to change		E
Ability to use college ICT resources		E
Ability to contribute to the wider development of the college		D
Ability of utilise e-learning technologies		D