

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	<p>Student Support Officer - Schools Liaison</p> <p>Until August 2024, working hours will be split across Tuesdays and Thursdays.</p> <p>From August 2024 onwards, working hours will include Fridays from 9am-3pm.</p>
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Post Holder	
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Accountable To	Student Services Manager – Welfare and Transitions
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Responsible For	To be a vital point of liaison between the College and local schools to support the effective running of the Schools Academy Programme, and to ensure that school pupils are well supported while on our campuses.
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Department	Student Support Services
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Overall Purpose of Job
<ul style="list-style-type: none"> • To track and monitor school pupils progress for attendance and achievement on all Schools Academy programmes. • To liaise with curriculum teams and Schools to ensure that School Pupils are effectively supported on Schools Academy Programmes. • To be the key point of contact for schools-related enquiries. • To provide guidance and support to school pupils while on Borders College campuses, and to support the safe arrival and departure of school pupils. • To support schools' engagement activities and events where appropriate.

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"> • Assist with the admissions process, liaising with Schools and supporting Pupils with the applications process where required. • Provide support to Heads of Sector, Promoted Lecturers and Lecturers during the Enrolment and Induction period as required, including communicating with Schools around attendance. • Ensure Essential Information is collected and recorded on Pro-Monitor. • To support school engagement activities and events

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- Track and monitor pupil progress for attendance and achievement in liaison with Curriculum and Student Support teams and ensure information is shared with Schools in a timely manner and in line with GDPR processes.
- Monitor school's academy mailbox and any other relevant areas to co-ordinate and disseminate communications relating to pupil attendance and engagement.
- Assist in the collating and presentation of information and reporting to aid tracking and monitoring.
- Liaise with curriculum teams in supporting the arrival and departure of schools' groups on designated attendance days in line with our duty of care.
- To ensure confidentiality and maintain accurate records and understand when and with whom critical information can be shared under GDPR processes.
- To undertake any other duties to support the effective and efficient operation of the College as directed by the Director of Student Support Services or Line Manager.
- Attendance at internal and external meetings as required
- Assist in the marketing and promotion of Schools Academy programmes.

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

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QUALIFICATIONS		Essential or Desirable
	SCQF Level 6/7 or equivalent qualification in a relevant subject or relevant working experience in a support role	E
	Experience in an educational setting	D
	ICT qualification e.g. Use with Excel. PC Passport or relevant working experience	E

KNOWLEDGE		Essential or Desirable
	Good knowledge of the challenges faced by students	D

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

INTERPERSONAL SKILLS & ABILITIES		Essential or Desirable
	Ability to communicate effectively	E
	Ability to plan and organise self and others to ensure deadlines are met	D
	Ability to deal with sensitive and confidential matters discretely	D
	Ability to provide mentoring support	D
	Ability to implement successful strategies to improve student achievement, retention and attendance rates	D
	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 ICT resources	E
	Ability to contribute to the wider development of the college	D
	Ability of utilise e-learning technologies	D