

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	Front-line monitoring, support and guidance to aid student engagement, attendance and achievement. Providing effective customer service to visitors, future students and stakeholders.
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Department	Student Support Services
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Overall Purpose of Job

To support the pastoral needs of students who require assistance to overcome barriers to learning in order to achieve their full potential. To work with students, parents, staff and other agencies to ensure the best possible support is offered.

To provide a range of support to students, including;

- 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

To support in the planning and implementation of strategic change:

- Support the college to achieve the outcomes of the Colleges' Strategic Plans, strategies and action plans.

To work as one team to improve and develop our services:

- Be part of the Student Support Services Team, who are the first line of communication for students, parents, staff and other agencies regarding pastoral issues.
- Contribute to the mentoring/coaching of students experiencing barriers to success.

- 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 and applied suicide intervention support (ASIST) to students presenting with emotional and/or mental health issues and liaise with specialist student support staff and external organisations where required.
- 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.
- Use the relevant college reports 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



BORDERS COLLEGE

JOB DESCRIPTION

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
Qualified in Mental Health First Aid and Applied Suicide Intervention Skills Training (ASSIST) or equivalent		D
Relevant qualification in mentoring, counselling or guidance		D
KNOWLEDGE		Essential or Desirable
A good knowledge of the challenges faced by students, and some of the common barriers to completing a programme of study.		E
Knowledge of local support organisations		D
Knowledge of student support services including health & wellbeing services, financial and welfare benefit support and mental health support		E
EXPERIENCE		Essential or Desirable
Experience supporting individuals who have experience of trauma (for example, individuals with experience of care, bullying, poverty etc.)		E
Experience of working in a team		E
Experience of delivering frontline support, for example within a third sector setting.		D
INTERPERSONAL SKILLS & ABILITIES		Essential or Desirable
Effective written and verbal communication skills		E
Planning and organisational skills		E
Ability to provide mentoring support		E
Ability to implement successful strategies to improve student achievement, retention and attendance rates		E
Ability to work collaboratively within a team		E
High level of communication and interpersonal skills		D
OTHER ABILITIES/QUALITIES		Essential or Desirable
Ability to be resilient		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