Student Support Officer

**Internal & External Vacancy**

**Post Ref:.**

**Education Partnership North East Post: Full Time, 37 hours per week (38 weeks term time only) (group position working between Sunderland College and Hartlepool Sixth Form)**

**Salary scale points 18-20, £22,430.60 - £23,627.17 per annum**

Are you passionate about supporting students in their learning journey? Are you ready to contribute to the advancement of a dynamic and inclusive learning environment? We have an exciting opportunity for a proactive and enthusiastic individual to join our team as a Student Support Officer in our Future Ready Hubs.

**About the role**

As a Student Support Officer, you'll play a vital role in providing support to students, ensuring that they have access to essential resources and information. You will offer assistance and advice on learning resources, study skills, digital tools and student bursary/financial support funds, ensuring that students maximise the benefits of the facilities, resources and services available.

**About you**

To succeed in this role, you'll need strong interpersonal skills and the ability to build excellent relationships at all levels. Your positive and helpful approach will be crucial in providing welcoming, supportive and professional services to all users. Additionally, your knowledge of equality, diversity, and inclusion will help create an inclusive environment where every student feels valued.

You should have a Level 3 qualification, along with experience in providing support and guidance. Your communication skills, both written and verbal, will be essential.

Join our team and be a catalyst for positive change and learning transformation! Apply now for the Student Support Officer role, and together, let's empower students and shape a brighter future.

**About us-** [Why Work at Education Partnership North East?](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Frise.articulate.com%2Fshare%2FapXz-sqNTwaEKsPf9RU9ePVGuwvAPmLU&data=05%7C01%7Ccharlotte.fatherley%40educationpartnershipne.ac.uk%7C7d5a7b96beca41e154fc08db1670d3c9%7C8ff1d7b19d274ca2bd294b5b316a8fd9%7C0%7C0%7C638128446064031919%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=K16IDer8a0dVRWL7KUliCEvMr4DDx7w7PCQwGvkYe18%3D&reserved=0)

At Education Partnership North East, we are passionate about transforming lives through education. As a leading education provider in the North East of England, comprising of Sunderland College, Northumberland College and Hartlepool Sixth Form College we are committed to providing outstanding teaching and learning experiences that help our students to achieve their full potential; and we are ambitious. We are currently the top performing General Further Education college in the North East for 16-19 student achievement and ranked 2nd nationally.

We have a strong college community and encourage our staff and students to be their authentic selves, be respectful of others and to be innovative in how they deliver an excellent student experience by creating an exciting future for everyone working and studying across the group.

As an employer, we are dedicated to creating a supportive and inclusive workplace culture where our staff can thrive. We believe that our employees are our greatest asset, and we are committed to investing in their development and wellbeing.

Key reasons for working at Education Partnership North East:

* we believe that diversity and inclusion are essential for creating a positive and productive workplace culture. We are committed to creating a welcoming and supportive environment for all our staff, regardless of their background or identity.
* we believe that ongoing learning and development are crucial for our employees' success and job satisfaction. We offer a range of training and development opportunities, including regular CPD sessions, mentoring, and leadership development programs.
* we offer a competitive benefits package that includes a contributory pension scheme (LGPS), a very generous holiday entitlement (35 days per annum plus bank holidays), and access to a range of employee support services, including a confidential employee assistance program.
* we foster a collaborative and supportive work environment that encourages our staff to share ideas, work together, and support one another. We value open communication and transparency, and we are committed to providing a safe and healthy workplace for all our employees.
* our staff have the opportunity to make a meaningful difference in the lives of our students. Whether you are a teacher, support staff member, or part of our corporate team, you can be proud of the important work you do every day.

But don't just take our word for it - here's what some of our current employees have to say:

*‘Fantastic facilities lead by inspiring leadership whose aim is to enhance the life opportunities for young people and adults’.*

*‘I began my journey here as a student many years ago. My personal growth led me to have the confidence to become a lecturer and give back to the organisation that gave so much to me. My development with the college is ever growing with the opportunity to complete many professional courses to develop my professional growth and ensure that I deliver excellence in my practice’.*

If you are looking for a rewarding career with an organisation that is committed to making a difference, we invite you to apply for our open position. Join our team at Education Partnership North East and help and shape a brighter future for our student community! For an informal conversation about this role please email [victoria.moyse@educationpartnershipne.ac.uk](mailto:victoria.moyse@educationpartnershipne.ac.uk)

To find out more about this great opportunity please visit <https://vacancies.educationpartnershipne.ac.uk> and select the job description and person specification within the information section. Any queries please email [vacancies@educationpartnershipne.ac.uk](mailto:vacancies@educationpartnershipne.ac.uk).

Please note we will only accept EPNE application forms. CV’s won’t be accepted.

**Closing Date:**

**Anticipated interview Date:**

If we receive a high number of applications, this job advertisement may be closed earlier than the stated closing date. Interested candidates are encouraged to apply promptly.

We are committed to equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

**Job Description**

*(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).*

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| **Post Title:** | **Student Support Officer** |
| **Post Reference:** |  |
| **Reports to:** | **Digital Learning and Support Co-ordinator** |
| **Department:** | **Student Services - Future Read Hubs** |
| **Grade:** | **018 - 020** |
| **Contract:** | **Permanent** |
| **Location:** | **Any College Campus** |

### ROLE PURPOSE

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| * To provide operational support and guidance to students and staff in the Future Ready Hubs * To provide appropriate information and guidance on learning resources, study skills including digital and student bursary/financial support funds. * To ensure the services provided by the Hubs meets curriculum requirements and student needs. * To promote innovation in the use of learning resources to benefit learning, teaching and research throughout the curriculum. * To enable and support all staff and students in curriculum and learning changes needed to utilise new technologies, including digital skills and learning resources. |

### KEY ACCOUNTABILITIES

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| * To make a significant and demonstrate contribution year-on-year to the advancement of the Future Ready Hubs. * To discharge at all times allocated tasks and responsibilities in a positive, helpful and convivial manner, and to present and provide welcoming, supportive and professional services to all users at all times. * To participate in the full-range of Future Ready Hub activities such as processing new stock, issuing and returning of books and other resources, shelving, general clerical duties, stationery sales, supporting the assignment services, learning and digital resource support needs. * To provide help, information and referral services in the Future Ready Hubs in person, by telephone and digitally. * To be pro-active in assisting all users in making effective use of the facilities, resources and services including providing appropriate information and guidance on learning resources, study skills including digital and learner support funds that enables students to be successful with their studies and have the skills to progress to their next step. * To support the Digital Learning and Support Co-ordinators in delivering Future Ready Hub inductions and digital and information literacy skills sessions for students and staff. * To promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with College policy. * Support users in accessing all resources and services available including digital, the College’s learning sites (Teams and/or Google), e-Resources, books, multi-media and so on. * Support of the online booking system. * To be pro-active in creating and maintaining a learning ethos within the Future Ready Hubs. * To support the timely administration of all aspects of financial support packages available to students including Bursaries, Free College Meals, Travel Scheme, Child Care / Care to Learn, Advanced Learner Loans and HE funding. * Provide timely assistance and response to enquirers on all financial support issues including Remission of Fees, Child Benefit, State Benefits and Studying, Student Certification Letters, Inland Revenue / DWP queries. * To undertake the assessment (including means testing) of applications and maintain associated student records * To use sensitivity, professional discretion and maintain confidentiality to ensure that the service is delivered in a way which is highly focussed on the students’ needs. * Ensure that quality improvement is achieved within the College’s quality framework, including monitoring of usage and effectiveness of the service, and contribute to the development and implementation of self-assessment plans, to enable progress. * Ensure compliance with, and implementation of, all College policies and procedures, relevant to Learning Services, ILT and e-Learning with particular reference, but nor exclusively, to Equality and Diversity, Health, Safety and Welfare, Data Protection and Cyber Security. * Assist your line manager in the identification and development of staff training to achieve the strategic goals of the college in relation to Future Ready Hubs, ILT and e-Learning, and, where appropriate, participate in and deliver such activities. * Take an active role in your own professional development and service development meetings. * Promote positive and attractive learning spaces, seeking feedback from service users, suggesting improvements, creating displays and implementing the College’s student positive behavioural policies. * To work at any college site, as required, to support the effective delivery of the service. * Undertake other duties as may be reasonably expected of the post holder. * To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults. * To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation. |

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| **PERSON SPECIFICATION – Student Support Officer**  **Post Reference:** | **Essential** | **Desirable** |  | **Certificate** | **Application Documents** | **Reference** | **Selection Process** |
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| **Qualifications** |  |  |  |  |  |  |  |
| 4 GCSEs at Grade C/4 or above (or equivalent qualifications) | « |  |  | « | « |  |  |
| Maths and English qualifications (minimum Level 2) | « |  |  | « | « |  |  |
| NVQ Customer Care |  | « |  | « | « |  |  |
| IT Qualification |  | « |  | « | « |  |  |
| City and Guilds Library and Information Assistant’s certificate |  | « |  | « | « |  |  |
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| **Experience** |  |  |  |  |  |  |  |
| Experience of face-to-face work with members of the public | « |  |  |  | « | « | « |
| Experience of liaising with curriculum staff |  | « |  |  | « | « | « |
| Experience of supporting learners |  | « |  |  | « | « | « |
| Sound understanding of Library systems, policies and procedures |  | « |  |  | « | « | « |
| Some understanding of the contribution that e-Resources, VLEs and other ILTs can make to the curriculum |  | « |  |  | « | « | « |
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| **Skills and Understanding** |  |  |  |  |  |  |  |
| IT Skills (MS Office) | « |  |  |  | « | « | « |
| Information and Research Skills | « |  |  |  | « | « | « |
| A customer-focused ethos | « |  |  |  | « | « | « |
| Effective Communication Skills | « |  |  |  | « | « | « |
| Ability to work effectively as part of a team | « |  |  |  | « | « | « |
| Self-motivated |  | « |  |  | « | « | « |
| Ability to take initiative |  | « |  |  | « | « | « |
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| **Personal Attributes** |  |  |  |  |  |  |  |
| Suitable to work with children and young people | « |  |  | «Criminal records check via DBS | « | « | « |
| A willingness to acquire additional skills as demanded by the role | « |  |  |  | « | « | « |
| To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults. | « |  |  |  | « | « | « |
| To uphold British Values, the college values and responsibilities with regard to equality and diversity. | « |  |  |  | « | « | « |
| To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation. | « |  |  |  | « | « | « |