

**COLEG CAMBRIA**

### JOB DESCRIPTION AND PERSON SPECIFICATION

### Job Title: Head of Learner Services

### Reports to: Deputy Chief Executive (People, Experiences and Culture)

**Responsible for:** Student Services Manager, Student Services Team leader and

Learner Experience Manager

**Salary range:** Mgt Spine 11-15

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**Main Purpose of Job:-**

To be accountable for the overall leadership, management, coordination, development and delivery of a high quality centralised Learner Services provision which includes careers education, information, advice and guidance, welfare, student finance, learner enrichment, student voice and safeguarding.

To act as the College’s Designated Safeguarding Person/Designated Safeguarding Lead and be accountable for ensuring the safeguarding of students in accordance with statutory guidance.

To act as Single Point of Contact (SPOC) Single Point of Contact for Prevent Concerns (SPOC), in accordance with the Prevent Duty (2015)

This is an inspirational role to drive the provision of learner support across the Directorate/College, demonstrating the attributes and behaviours of the Nolan Principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership, as well as observing the principles of the Code of Good Governance for Colleges in Wales of being respectful, professional, prudent and committed, and enthusiastic about good governance.

Support achievement of the College’s and Directorate’s key strategies and objectives by translating strategic requirements into highly effective operational activity, resulting in continuous improvement.

**Responsibilities and accountabilities:**

Ensure, as a member of SMT, close liaison and co-operation with other members to deliver the College’s strategic plan and key objectives.

As a member of SMT, to make a significant contribution to the production of the annual Self-Assessment Report, Strategic Plan and associated continuous improvement action plans, to ensure successful outcomes from external inspection and quality assessment.

Lead the Learner Services teams ensuring that staff are managed, trained, and motivated to meet the objectives and priorities of the College.

Develop and lead a centrally managed learner services function which meets the needs of all learners and provides a high quality service to all visitors and stakeholders, across all campuses.

Set and implement the strategic direction of the service; reshaping services as required to maintain capacity to meet increasing and changing student demand, develop new services and modes of support through an ethos of co-production and student voice.

Provide advice and support to staff on child welfare 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.

Lead and provide oversight to the work of Student Services Manager and College Safeguarding Co-ordinator ensuring the coordination and management of safeguarding processes including liaison with other relevant agencies where appropriate.

Accountable for the provision of student residential accommodation at Coleg Cambria Llysfasi in accordance with CIW standards ensuring the quality of the accommodation is effective and in line with inspections.

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

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

Ensure effective delivery of 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.

Maintain a high level of understanding as to relevant safeguarding legislation and be best placed to ensure the College policies and procedures are compliant, as part of leading the College’s safeguarding team.

Ensure tracking, recording and reviewing systems are developed, maintained and monitored to enable consistent, accurate, readily available data of the Learner Services function.

Proactively support staff with students at risk, attending risk meetings and supporting the Mental Health & Wellbeing Practitioner and wider College in complex cases. To ensure policies are implemented effectively and to raise awareness across the institution when such policies should be implemented and how this should be done.

Manage relevant budgets for learning/study support and ensure that agreed funds are claimed, in accordance with funding agency requirements; audit compliance requirements and Local Authority/Welsh Government agreements to commission places for learners with high needs.

Record and submit accurate information for funding claims to maximise funding capacity for student support and well being services ensuring that systems are in place to effectively monitor, track and record support in line with regulatory and funding body requirements.

**Leadership:**

* Undertake the responsibilities of a line manager for direct reports within a designated area, including:-
  + Complete recruitment and selection as appropriate to meet the needs of the sub-directorate.
  + Ensure completion of induction, probation process and conduct regular 1.2.1’s, staff development, appraisal and performance management.
* Assist the College in meeting its objectives by actively participating in new initiatives, including, where relevant, being a lead contact for the deployment of staff to deliver provision that lies outside of the Directorate.
* Identify holistic or individual staff development needs in relation to teaching, learning and assessment and, deliver high quality staff development sessions or arrange support through appropriate training.
* Create an ethos of continual improvement within staff in relation to teaching, learning and assessment, actively encouraging staff to critically evaluate their own skills, performance, learner achievements and development needs to achieve outstanding performance.
* Undertake appropriate roles in accordance with staff disciplinary and grievance procedures, including the role of investigating officer, as required.
* Contribute to and attend site meetings, and ensure the effective management of your local site.
* Ensure adherence to health and safety guidelines and that all safeguarding procedures are followed.
* Perform quality activities as required, to ensure the department meets and/or exceeds quality targets inline with college quality improvement processes

**Special Features:**

Prepare and deliver reports to SMT, EMT and Governors on the in-year and summative performance of strategies within the scope of the role.

Actively work with Governors as part of the Governor Link Scheme,

Attend evening governance committees

**Miscellaneous:**

To safeguard and promote the welfare of children, young people and adults at risk who are students of the College

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.

You are responsible for applying the College’s Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

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

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.

Signed: …………………………………………… Date………………….

**POSTHOLDER**

Signed: ……………………………………………. Date…………………..

**HR Advisor**

**Person Specification**

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| **Attributes** | | **Item** | **Relevant Criteria** | | | **How Identified** | **Essential/**  **Desirable** |
| 1 | Qualifications | 1.1 | Educated to degree level, or equivalent proven professional experience. | | | A/C | Essential |
| 1.2 | Management qualification or be prepared to work towards | | | A/C | Essential |
|  |  | 1.3 | Qualified at level 2 in English and Maths | | | A/C | Essential |
|  |  | 1.4 | Current Designated Safeguarding Person/Lead Level 3 LSCB training qualifications. | | | A/C | Essential |
| 2 | Relevant Experience | 2.1 | Proven successful experience as a manager within a student experience/student services environment | | | A | Essential |
| 2.2 | A minimum of three years management experience within further education/higher education | | | A | Essential |
|  |  | 2.3 | Able to demonstrate previous experience of or the ability to lead, coach and inspire a team | | | A/I | Essential |
|  |  | 2.4 | Successful experience in meeting audit/inspection requirements and responding effectively to recommendations | | | A/I | Essential |
|  | Specialist Knowledge and Memberships | 3.1 | Able to communicate fluently (both written and verbal) through the medium of Welsh | | | A/I/T | Desirable |
| 3.2 | An understanding of the current trends and issues in the provision of student services and safeguarding and their impact oo the FE Sector | | | A/I | Essential |
| 3.3 | Understanding of the Eystn/Ofsted Inspection Framework and the requirements for safeguarding | | | I | Essential |
| 3.4 | Understanding of the CIW inspection requirements for residential accommodation | | | I | Desirable |
| 3.5 | Knowledge of Keeping Learners Safe (WG) and Keeping Children Safe in Education Act (England) and how to apply this to daily practice. | | | A/I | Essential |
| 4 | Skills & Abilities | 4.1 | Ability to lead, manage and motivate staff to achieve the highest level of quality and performance. | | | A/I | Essential |
| 4.2 | Able to appropriately challenge staff and hold difficult conversations. | | | A/I | Essential |
| 4.3 | Ability to contribute to strategic planning and lead and manage significant change. | | | A/I | Essential |
| 4.4 | Demonstrate a good level of IT competence. Must be able to navigate the Internet and Intranets as well as being willing and able to learn how to use new IT packages and systems | | | A | Essential |
| 4.5 | Ability to determine priorities and make decisions, supported by excellent organisational skills. | | | I | Essential |
| 4.6 | Ability to work independently and as part of a team in order to deliver individual and team objectives | | | I | Essential |
| 4.7 | Able to motivate and identify appropriate development opportunities for team members. | | | I | Essential |
| 4.8 | Identifies opportunities to improve and develop existing practices. | | | A/I | Essential |
| 5 | Attitudes and beliefs | 5.1 | A commitment to the college’s culture which places people at the centre of everything we do. | | | A/I | Essential |
| 5.2 | A commitment to the established ethos of the organisation as a partnership between learners, staff, governors, employers, parents and other stakeholders | | | I | Essential |
| 5.3 | The continuous pursuit of high standards and excellence in all services provided by the organisation. | | | I | Essential |
| 5.4 | A commitment to ensuring that all members of the organisation are valued, motivated and encouraged. | | | I | Essential |
| 5.5 | The promotion of high professional, moral and personal standards in all aspects of the organisation, subscribing to the Nolan Principles. | | | A/I | Essential |
| 5.6 | A demonstrable commitment to equality and diversity. | | | A/I | Essential |
| 5.7 | An empathy and appreciation of Welsh Culture, language and heritage. | | | A/I | Essential |
| 5.8 | The belief in upholding a strong organisational brand and reputation. | | | A/I | Essential |
| 6 | Special Requirements | 6.1 | Attend evening governance committees | | | I | Essential/ |
| **Key:** | | | **How Identified** | **A** | Application | | |
| **I** | Interview | | |
| **T** | Test | | |
| **C** | Copy of Certificates | | |
| **P** | Presentation | | |