

Job Title:	Guidance Officer
Job Ref No:	REQ000131
Contract Type:	Permanent
Hours per week:	36½
Term-time only:	Yes, 39 weeks
T&Cs:	Business Support
Band:	C
Salary:	£18,000 - £20,000 pro-rata per annum (actual salary: £15,620 - £17,355 per annum)
Location:	South & City College Birmingham* *Post-holders can be required to work at any College Centre
Responsible to:	Assistant Director, Student Services

Aims of Job/Job Purpose

The post holder will provide a front line service to support students who are in need of general advice, guidance and support on a wide range of welfare issues in relation to financial advice, accommodation and welfare and health issues.

Key Accountabilities and Responsibilities

1. To work in collaboratively with the division team and curriculum staff to contribute to the pastoral care of students.
2. To support students with welfare and financial issues by providing information and, advice
3. To ensure that up to date welfare and financial information is available for prospective learners, learners and college guidance/tutorial staff.
4. To promote Health and Wellbeing Awareness events to support the Personal Development Behavior and Welfare of all students
5. To assist Safeguarding Officers in first line response to safeguarding concerns
6. To be involved in the preparation and delivery of group work to students on health related issues such as; alcohol awareness, anger management, and confidence building
7. To provide advice and guidance on accommodation and housing.
8. To provide initial advice and guidance on all support services, to include the admissions and additional learning support process
9. To liaise with external agencies concerning benefits, housing and support units.

10. To support staff to identify 'at risk' learners, sign posting and referring where necessary
11. To use all identified recording systems to record interventions and sharing of information to curriculum and the divisions teams as appropriate

Other Duties and Responsibilities

- a) Comply with internal and external quality standards and contribute to the College's strategic aims.
- b) Comply with college policies and procedures and health and safety regulations.
- c) Support the safeguarding and promotion of students' welfare.
- d) Maintain confidentiality in relation to all College information and to comply with Data Protection Legislation.
- e) Participate in the College's Appraisal scheme and undertake any training as required.
- f) Support and actively participate in the implementation of the College's Equal Opportunity policies.

PERSON SPECIFICATION

Characteristic	Essential	Desirable	Evidence
A qualification in advice and guidance and/or mentoring		√	Application Form Interview
Hold a level 3 qualification or above	√		Application Form
Hold a level 2 or above in English (Literacy) eg Adult Literacy, GCSE A-C and hold a level 2 or above in Maths (Numeracy) eg Adult Numeracy GCSE A-C, or be able to demonstrate the skills at that level	√		Application Form Interview Test
Good interpersonal skills, having the ability to relate to and empathise with a broad range of learners from different backgrounds and cultures	√		Application Form Interview Test
Have evidence of good IT skills	√		Application Form Interview Test
A good understanding of Learner Support Funds		√	Application Form Interview Test
Ability to work effectively both independently and as part of a team	√		Application Form Interview Test
Have a good understanding of National Welfare schemes and processes		√	Application Form Interview Test
Experience of working in an education environment	√		Application Form Interview
Demonstrable administrative and organizational skills	√		Application Form Interview
Ability to identify problems, appropriate solutions and trends	√		Application Form Interview
Demonstrable record of working flexibly and using own initiative	√		Application Form Interview
Experience of working to pressure and tight deadlines	√		Application Form Interview