

**Candidate Pack**

**Business and Customer Service Tutor**

**Welcome**

Thank you for your interest in South Quay College, an exciting organisation facing many unique challenges and opportunities. We aim to inspire and nurture the next generation of enterprising citizens, and are looking for highly skilled, resilient, and visionary practitioners to join us on this journey. This is more than a job to us; it is a choice to get involved in real situations, knowing that what we do each day can make a real difference to the lives of young people in East London. We value diversity and look to recruit people who can bring a broad range of skills and experiences. If you are passionate about working with young people holistically to achieve sustained, positive outcomes in work and life, we welcome your application.

**Role: Business and Customer Service Tutor**

**Background of South Quay College**

South Quay College (SQC) is an outstanding 14-19 provider with a solid track record of impacting young people's lives through education, work-related learning and personal development. Having originally been established as an alternative provision, we have recently repositioned ourselves as an enterprise specialist college.

Our programmes consist of a Key Stage 4 Alternative Provision for students who have struggled to thrive in mainstream education, and a Key Stage 5 college for 16-19 year olds aspiring to a work-related learning route. Many of our students face significant barriers to education and employment and our delivery model seeks to address these barriers. Our aim is to support and equip our students to progress to positive, sustained outcomes in education and employment.

Our provision has an intensively staffed pastoral model, with all students offered one to one coaching and progression support.

**Context of the role**

At South Quay College, we operate a small school model with a holistic and inclusive approach to learning, and an emphasis on personal development. Students follow a vocational pathway, core curriculum subjects, and a dynamic programme of enterprise and citizenship activities that develop their transferable skills and fuel their ambitions.

This summer saw a strong set of results across KS4 and KS5, with significant improvements in English and Maths. By appointing a Business and Customer Service Tutor, we aim to build on this success and to develop a robust and dynamic core offer that will equip our students for future success.

We are looking to appoint an outstanding and dynamic Business Customer service Tutor, to join and complement our existing team. We expect you to have strong subject knowledge and a real passion for teaching. You will have high standards, be hard working, enthusiastic and share an understanding that all members of staff have a collective responsibility to ensure that every student achieves to the best of their ability. This unique opportunity will suit an ambitious Business Customer service Tutor who is seeking to challenge themselves by joining our supportive learning community.

The successful candidate will be a resilient self-starter who will foster a spirit of both innovation and excellence in their team. They will have excellent interpersonal and organisational skills, and be able to transform the learning experiences of even the most disengaged students.

They should be able to work under the instruction/guidance of teaching/senior staff to undertake work/care/support programmes, to enable access to learning for students and to assist the teacher in the management of students and the classroom. Work may be carried out in the classroom or outside the main teaching area.

In addition, we are keen to appoint someone who is as passionate as we are about helping students to acquire essential work related numeracy and literacy skills, and has the vision to embed both across the organisation.

Whilst the work will be challenging, the benefits of working in a small-scale, alternative environment will be attractive to candidates who have a hands-on, creative approach to teaching.

**Job description for Business and Customer Service Tutor**

**Line manager:**

The post holder will report to the Director of Vocational Curriculum

**Core responsibilities and duties:**

* To fulfil the professional responsibilities of a Teacher
* To ensure effective relationships with all stakeholders
* To support identified individuals in accessing the social and academic curriculum
* To contribute to the ethos of the College by participating and leading on enrichment activities.

**Associated responsibilities and activities:**

**1. Professional Responsibilities**

* + To support the college’s aim to promote the improvement of standards of teaching and learning, and to support those policies and procedures laid down by the Principal
  + To teach students within the college
  + To carry out such other associated duties as are reasonably assigned by the Principal
  + Engaging with the widest range of educational technologies
  + Using detailed knowledge and specialist skills to support all students’ learning
  + Using the full range of monitoring and assessment techniques to ensure learning and progress are maximised and supporting interventions where there is underachievement
  + Supporting students consistently whilst recognising and responding to their individual needs
  + Encouraging students to interact and work co-operatively with others
  + Promoting independence and employing strategies to recognise and reward achievements of self-reliance
  + Contributing to the highest possible academic outcomes for all students

1. **Relationships**
   * The post holder is responsible and accountable to the Principal
   * The post holder reports to the Director of Core
   * The post holder interacts with other professional colleagues and should establish and maintain productive relationships with them and promote mutual understanding of the school’s aim to improve the quality of teaching and learning
2. **Particular Responsibilities**

## Support for Students

* + Contributing to the annual process of reviews, monitoring and funding of individual students
  + Designing and implementing personalised programmes that enable individual pupils to participate fully in lessons and enrichment, and to make appropriate progress, in collaboration with Subject Leaders/Pastoral Management;
  + Taking responsibility for the support of vulnerable students
  + Playing an effective part in the communication of individual students’ progress and in the development of their curricular courses, enrichment and extra-curricular activities
  + Providing advice and guidance to enable students and families to make informed, appropriate choices at key transition points.
  + Assist teachers in ensuring all students’ continuing educational development through establishing constructive relationships and contributing to Individual Education / Behaviour Plans
  + Assist teachers in fostering attractive learning environments to ensure that students spend their school life in stimulating surroundings
  + Prepare, maintain and use equipment / resources required to meet the lesson plans / relevant learning activity and assist students in use
  + To ensure records and observations are kept so that students receive the maximum benefit from their education

## Support for Teachers

* + To raise standards of student attainment and achievement within the faculty
  + Create and maintain a purposeful, orderly and supportive environment, in accordance with lesson plans and assist with the display of students’ work
  + Use strategies, in liaison with the teacher, to support students to achieve learning goals
  + Assist with the planning of learning activities
  + Monitor students’ responses to learning activities and accurately record achievement/progress as directed
  + Provide detailed and regular feedback to teachers on students’ achievement, progress, problems etc.
  + Provide clerical/admin support e.g. photocopying, typing, filing, money, administer coursework etc.

## Curriculum

* + To raise standards of student attainment and achievement within the faculty
  + Undertake structured and agreed learning activities/teaching programmes, adjusting activities according to student responses
  + Prepare, maintain and use equipment/resources required to meet the lesson plans/relevant learning activity and assist students in their use

## **Staff Development**

* + To take part in school training and professional development
  + To work and contribute as a member of a designated team and to contribute positively to effective working relations within the school and multidisciplinary teams.

***This job description may be amended at any time by agreement, but in any case will be reviewed annually.***

**Person Specification: Business and .Customer Service Tutor**

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| **Attributes** | **Essential** | **Desirable** | **How identified** |
| Education and  Qualifications | * A good honours degree in relevant subject area * GCSE or equivalent qualifications * Entry Level - up to Level 2 | * PGCE and QTS | Application form.  References. |
| Relevant experience | A successful record of:   * Ability to engage constructively with, and relate to, a wide range of young people from different backgrounds * Working with or caring for children of relevant age * contributing to decision-making and leading initiatives * participating as a team member * contributing to raising academic standards * setting targets for students and monitoring student performance * setting targets for own work and reviewing progress/outcomes * dealing with day-to-day issues while remaining focused on longer-term goals * professional development | Depends on level of role   * Potential PRU experience * Experience of teaching Level 1 Award in Work Preparation and Business * Experience of teaching Level 1 or 2 Retail Knowledge | Application form.  References.  Interview |
| Special knowledge and  skills | Able to demonstrate s/he can:   * lead and inspire others * work on their own initiative and be part of a team * see tasks, plans and ideas through to completion * think strategically but have an ‘eye for detail’ * assimilate information quickly and prepare helpful summaries * use emotional intelligence to manage change effectively * develop links and access resources * use ICT solutions effectively and with confidence | Evidence of the innovative deployment of technology in  improving learning outcomes | Application form.  At interview.  References. |
| Attitudes | Able to demonstrate:   * they value the education of every student as equally important * a commitment to equal opportunities * a clear understanding that it is the responsibility of leadership to provide active support and challenge to colleagues * be committed to high quality in all aspects of their work * The ability to maintain strong relationships with students and parents. |  | At interview.  References. |
| Personal qualities | * creative and imaginative * efficient * ambitious * committed to improving standards * an effective lead motivator * good sense of humour * genuine concern for others * decisive, determined and self-confident * integrity, trusted, honest and open * empowers, delegates, develops potential * accessible and approachable * clarifies boundaries, keeps others informed and involves others in decision making * encourages critical and strategic thinking * intellectual tenacity and resilience * excellent attendance and punctuality |  | At interview.  References. |