



JOB DESCRIPTION PACK 2024
LEARNING SUPPORT ASSISTANT

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CAREER
STARTS HERE**

JOBS AT THE EFI

Job Title:	Learning Support Assistant
Division:	Education for Industry Group (EFI)
Level:	Assistant
Accountable to:	SENCO
Key relationships:	Students, Student Services and Wellbeing team, Curriculum and Delivery teams, Programme Managers, Group Lead – Lecturers, Associate Lecturers, Safeguarding and Learning Support team, Support Administration teams, IT, Facilities and other support services teams
Grade:	Assistant Grade
Hours:	39 hours per week, Term Time Only Fixed-Term Contract
Location	Electra House, Liverpool Street - London

About Education for Industry Group (EFI)

Education for Industry Group (EFI) is a charity that specialises in the creation and operation of industry-led specialist education & training, and its full ecosystem to deliver highly-skilled, job-ready graduates to the sectors it serves. With a mission to transform lives, careers and industry through the creation and delivery of specialist education and training.

Our brands are united by a common goal to create and deliver outstanding vocational and academic education in partnership with industry, each division operates independently while accessing centralised functions across Marketing, Finance, Operations and Student Services.

Our current brands include:

	Born out of the industry in 2005 we are an Ofsted Outstanding specialist industry-led college that forecasts and meets the talent pipeline needs of fashion and retail industry.
	Created in 1997 and acquired by EFI Group in 2024, we are an Ofsted Good specialist college that meets the talent need of the beauty industry.
	Specialist workforce development training provider offering customisable in-service training and development including Apprenticeships. Ofsted Outstanding.
	Founded in 2019 we are End Point Assessment and qualification development specialists.

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Education For Industry was established in 2024 with a clear-cut objective: to reshape lives, careers, and industries through specialised educational training. Our belief is rooted in the notion that industry-specific education fosters seamless connections between individuals and businesses, driving efficiency like no other.

With a proud alumni network exceeding 20,000 graduates across various sectors including fashion, retail, beauty, and hairdressing, we've been instrumental in nurturing top-tier talent. Our partnerships with esteemed brands ensure that our curriculum is enriched with real-world industry insights, enhancing the learning experience.

At Education for Industry, we are staunch advocates of inclusive education, firmly believing that everyone deserves access to opportunities, irrespective of background or circumstances. We are committed to breaking down barriers, promoting equality, and ensuring fair access for all students. Our core mission revolves around enhancing student engagement, retention, and progression, driving us forward with unwavering dedication.

About the role

The Learning Support Assistant is a key role in ensuring the provision of a professional, high quality, effective and efficient learning support to students with declared needs in the Further Education programmes. The role will significantly contribute to the day-to-day support for students in their learning. The ability to communicate effectively with young people and adult learners is essential as is working knowledge and proven industry experience in related areas.

The post holder will have a high commitment to customer service as well as a flexible and multi-skilled approach. Team working and an ability to support learning and development of learners regardless of their starting points are important aspects of the role. The post holder is expected to support academic colleagues to develop and maintain good working environments. The post holder will be responsible for meeting the needs of learners with identified Learning Difficulties and / or Disabilities including in class and out of class support to remove barriers to accessing learning and participation.

The post holder will implement agreed learning support with individuals and groups with a view to encourage learner independence using identified support strategies. The post holder is also required to be flexible in their approach to duties depending upon patterns of need in teaching. Training in the use of specialist equipment / resources will be provided if necessary.

Key Accountabilities

- Support learners to achieve outstanding outcomes educationally and personally.
- Support the tutor and course teams in driving an outstanding course experience and outcomes.
- Support the curriculum team through planning and delivery of exemplary support.
- Support the FRA through embodying our values and meeting our aspirations of success for the programme.

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Key Responsibilities

Support for learners

- Assess the needs of learners and use detailed knowledge and specialist skills to support learning.
- Establish productive working relationships with learners, acting as a role model and setting high expectations.
- To record, review and adapt strategies throughout the academic year using student Individual Learning Plans and other college systems.
- Support learners consistently whilst recognising and responding to their individual needs.
- To support learners with needs as detailed in their ECHP plan, including medical needs i.e., administration of medication and mobility guidance, where indicated in their ECHP Plan.
- Encourage learners to interact and work co-operatively with others and engage all learners in activities. Offering stretch and challenge for those who require it and additional support to ensure all learners make and maintain sufficient progress.
- Promote independence and employ strategies to recognise and reward achievement of self-reliance. Yet also to develop and adapt accessible resources and materials prior to lessons to maximise all learning opportunities.
- Provide feedback to learners in relation to progress and achievement
- Support the tutor, Programme Managers and SENCO in the recording and evidence of student learning, assessment, and progress.

Support for the tutor

- Organise and manage appropriate learning environment and resources.
- Plan, and support the planning of, challenging activities, which are clearly focused on learning, and amend these in response to the learners needs.
- Provide objective and accurate feedback and reports as required on achievement, progress, and other matters, ensuring the availability of appropriate evidence.
- Support the recording the progress of learners in a clear and systematic way and ensure that this is fed back to all who are involved.
- Anticipate and manage behaviour constructively, promoting self-discipline and independence.

Support for the curriculum

- Use ICT effectively to support learning activities and develop learner's competence and independence in its use.
- Select and prepare resources necessary to lead learning activities, taking account of learner's interests and language and cultural backgrounds.
- Ensure the effective embedding of English and Mathematics skills within activities as appropriate to the subject matter and session, working with the Programme Leader and Tutor.

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- Ensure opportunities for the positive reinforcement of British Values, FRA Values and industry realities are maximised both in the planning and delivery of activities throughout the course.

Support for the FRA

- Prepare rooms, specialist areas and materials for teaching in a timely and correct manner.
- Ensure all learners are inducted to, and maintain, safe operating procedures for all equipment and machinery without the specified classrooms.
- Prepare, assemble, setup, and test materials, machinery, tools and equipment for practical classes/examinations/assessments, retrieval and clearing away after use.
- Work with members of the Curriculum area's management team and curriculum area colleagues in the development, review, and evaluation of the curriculum, including contribution to the self-assessment process.
- Contribute to the preparation of course materials.
- Carry out administrative tasks related to courses and attend meetings as required by the Curriculum area's management team.
- Promote equality of opportunity and diversity in all aspects of the job and challenge inequality and discrimination and/or report concerns as appropriate.
- Support in all health and safety matters and take reasonable care for the health and safety of yourself and learners.
- Undertake any other duties consistent with the objectives and level of responsibility of the post as may be required by the FRA.
- Undertake all duties and responsibilities in accordance with FRA policies and relevant legislation, inclusive of Equal Opportunities, Health & Safety, Data Protection, Child and Vulnerable Adult Protection, Financial regulations and Quality frameworks. To report any concerns to the appropriate person.
- To undertake as appropriate risk and COSHH assessments and any health and safety control measures associated with the use of equipment / resources. This will include ensuring that spaces conform to Health and Safety standards at all times.

In line with all staff

- To act in the interests of the EFI at all times
- To support the delivery of the EFI's strategy as it relates to this post
- To perform any other duties consistent with this position as may from time to time be assigned to you by the CEO and Principal or its designate, or as may reasonably be required anywhere within the EFI
- To be committed to your own development through the effective use of the EFI's performance review and staff development processes
- To work collaboratively with the wider business and support the work of the curriculum delivery, professional services and support functions teams as may reasonably be required in the delivery of the EFI's strategic plans
- **Safeguarding.** Comply at all times with the EFI's safeguarding policy and play an active role in maintaining and promoting students' safety, security and well-being in their learning environment

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- **Equality and diversity.** To be committed, adhere to and promote the EFI's Equality and Diversity policy at all times
- **Health and Safety.** Comply with and raise awareness of health and safety in line with FRA policy and procedures
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all EFI's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with the GDPR

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Person Specification

Criteria	Essential
Qualifications	▪ A level passes or equivalent qualification. ▪ Degree or equivalent and relevant vocational/professional experience (desirable)
Knowledge	▪ Knowledge of equal opportunities policies and monitoring. ▪ Knowledge of Health and Safety Procedures. ▪ Knowledge and ability to use IT facilities and packages effectively. ▪ An awareness of information technology and its benefits to learning. ▪ Knowledge of the education system and interest to keep up to date in a changing environment (desirable). ▪ Knowledge of information, advice and guidance and supporting student's decision making (desirable).
Experience	▪ Experience of working or supporting young people with special educational needs in an education setting. ▪ Evidence of continuing commitment to self-development through courses and work undertaken. ▪ Proven record of developing and implementing quality improvement measures. ▪ Using MIS effectively as a management tool. ▪ Experience in conflict resolution/counselling (desirable). ▪ Effectively dealing with student issues and implementing the student disciplinary policy where necessary (desirable). ▪ Excellent support with students to achieve high attendance across all courses (desirable). ▪ Working with partner schools (desirable). ▪ Contributing to marketing activities (desirable).
Skills	▪ Ability to develop effective working relationships and build teams. ▪ Ability to achieve and exceed challenging targets. ▪ Good analytical skills. ▪ Excellent planning, organisational and time management skills. ▪ The ability to perform effectively and sensitively in a team. ▪ Good interpersonal skills, with the ability to relate to and manage a diverse range of people. ▪ Good written and oral communication and presentation skills. ▪ Ability to produce reports, action plans and analyse performance data.

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	▪ Ability to implement and follow through policies and procedures. ▪ Excellent interpersonal/communication skills. ▪ Able to contribute effectively to the decision making of others and make own decisions which are informed by dialogue, debate, and ethical considerations. ▪ Ability to think and plan strategically (desirable).
Personal Characteristics	▪ Flexible and collaborative approach. ▪ Team player and excellent interpersonal skills. ▪ Ability to listen with understanding and to be able to relate to social, emotional, and behavioural difficulties in such a manner that will facilitate a strong therapeutic alliance and promote the success of the clinical work. ▪ Commitment to and passion for development and progression of all learners. ▪ Commitment to safeguarding and the promotion of a safe environment for young people and adults. ▪ Flexible, resilient, and positive attitude. ▪ Commitment to own professional development. ▪ Positive approach to change. ▪ Commitment to practicing the EFI's values.

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HOME OF FASHION'S NEXT GENERATION



OUR VISION

At Education for Industry, our goal is to become the world's most coveted home of fashion and retail education and training.

OUR MISSION

It's our mission to pioneer innovative education and training experiences with industry that create and enhance careers, nurturing the next generation of retail talent.

OUR VALUES

Collective courage for a successful future:

Customer centric: *"If it matters to our students, it matters to us"*

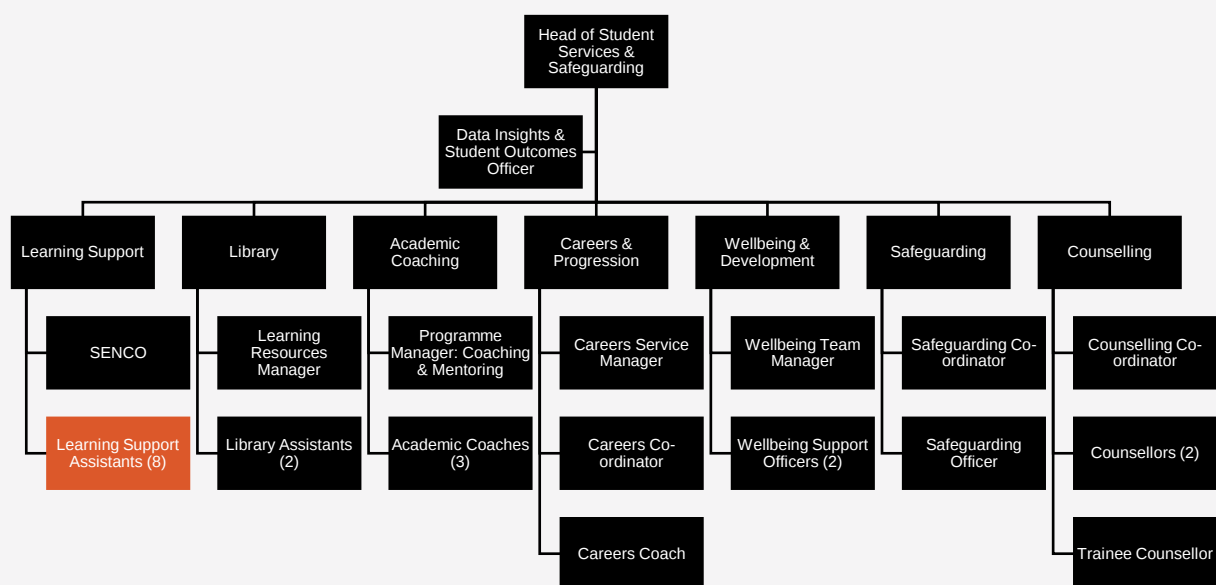
Authentic action: *"We're authentic in our actions, words and interactions"*

Resilient: *"Integrity in our actions to relentlessly strive for what we are about"*

Enthusiastic: *"If it matters to you, make it matter to others"*



Team Structure



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EFI Reward & Recognition Programme

We offer a market-leading benefits programme that offers something for everyone!

Health & Wellbeing

- A customisable monthly wellbeing allowance aimed to support your healthy lifestyle, whatever that may be!
- Funded counselling and/or CBT provided by Bupa.
- Highly competitive sick pay to support you in a time of need.
- **Cycle to work scheme** – save at least 25% on a new bike and fitness accessories.
- Annual flu vaccination programme

Work-life Balance

- Incredibly generous holiday allowances.
- Plus, days off for Birthday leave, Celebration leave and... an additional 2 weeks off and an Around the World ticket every 5 years!
- Enhanced family leave pay, including 6 months fully paid maternity, adoption and shared parental leave!
- Amazing flexible working opportunities, including hybrid working, flexi hours, a sabbatical scheme, and the ability to be able to request formal flexible working from day 1.

EFI Culture

- Vibrant and inclusive environment with regular socials including all staff parties, team nights out, and more casual affairs such as our monthly Thirsty Thursdays ☺
- Employee led staff recognition awards.
- Modern facilities including delicious food and beverage provision.

Financial Health

- An enhanced pension scheme provided by Prudential (on the successful completion of probation): employee contributions matched by employer up to 5%.
- Automatic enrolment workplace pension provided by People's Pension (available from day 1): 5% employee contributions and 3% employer contributions.
- Financial and legal advice through our top end Employee Assistance Programme.
- Refer a friend scheme and pocket £500!
- **Techscheme** allowing you to spread the cost of the latest tech over 12 months, plus NI savings.
- Interest-free travel season ticket loans.
- Local area discounts and offers including corporate rates for local gyms, discounted restaurants, and bars.

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Personal Growth

- Personal learning & development allowance to empower you to take ownership of your professional journey.
- Financial support and mentoring towards professional qualifications.
- A wide range of in-house and external training, CPD, teacher training and teaching practice development.
- Free access to LinkedIn Learning for personalised learning, virtually everywhere anytime.
- Reimbursement for annual professional membership fees relevant to your role.

Social Impact

- EFI fundraising contributions – if it matters to you, it matters to us. We match sponsorships up to £1000!
- 2 paid charity volunteer days per year.
- Payroll charitable giving.

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More Information/Contact us

To arrange an appointment for an informal discussion about the role and our organisation please email recruitment@fra.ac.uk

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