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#### Role Description

##### Business Area

Curriculum and Quality

##### Job Title

##### Retention and Improvement Officer

##### Location

Hopwood Hall College

##### Accountable to

##### Head of Quality Improvement and Student Experience

##### Hours of Duty

12 hours per week (Term time only)

##### Salary

Scale point 21 - £20,117.53 pro rata per annum

##### Special working conditions

The post holder may be required to work at any location of the College now or in the future in the evening and at weekends.

##### Purpose

##### To be an integral part of both the Student Support and Curriculum Management teams in proactively supporting the achievement of high levels of attendance from students and taking immediate action to deal with absence.

##### To monitor attendance data and follow up with students / parents / carers to check the reasons for absence and to encourage improved attendance where needed

##### Duties

##### To contribute to the overall improvement of student attendance putting in place interventions to meet college attendance targets.

##### To monitor and report on issues relating to attendance and retention of a caseload of students

##### To take an active role in improving the retention of students, including following up on attendance issues, supporting students in removing barriers to attendance and advising academic staff in ways to support their students

* To facilitate the “catching up” of learning missed due to attendance issues

##### To liaise with the curriculum management team, English and Maths team, safeguarding team and Progress Tutors on retention and attendance issues and promote strategies for improving attendance

* Refer to the pastoral team to provide pastoral care and remove barriers to accessing learning
* To telephone students and or their parents / guardians, and report accurately on absence or absence patterns and accurately record these on the learners ILP
* To make direct contact with students by visiting class, team meetings, other meetings and home visits to ascertain reasons for absence
* To provide cover in the refectories over lunch.

##### To support in parents evenings and college events

* To identify and report on non-compliance with attendance and college procedures

##### To record withdrawal and destination information

##### To provide reports to SLT/ Programme Manager and Centre Director on attendance and retention data.

* To undertake training as required for the role

##### Special working conditions

The post holder may be required to work at any location of the College now or in the future in the evening and at weekends. Flexibility to work to meet the requirements of the role e.g. Home Visits. Full driving license and access to car with business insurance is essential.

##### Personal Development

* To undertake staff development and attend staff meetings as required and requested
* To undertake continuous professional development

##### Additional Duties

* To meet the individual needs of all customers
* To promote and safeguard the welfare of young people and vulnerable adults at the college
* To accept flexible redeployment and reallocation of duties commensurate with the level of the post.

##### Qualifications

* Level 3 (or equivalent)
* Good level of literacy and numeracy skills (to minimum of Level 2)
* High level of computer skills, in particular Microsoft Excel and Word
* Evidence of continuing professional development
* Driving licence

##### Experience

##### Experience of dealing with students and young people in an education setting

* Experience of dealing with issues and barriers that can affect a learner's attendance

##### Experience of working in a customer service environment

##### Experience of effective team working and promoting relationships between staff, students and the community

##### Experience of working in a busy environment

* Experience of working with Data and computers including excel and college systems

##### A detailed understanding of safeguarding

##### An understanding of Equality and Diversity issues

* Experience of dealing with people at different levels across the organisation

Specialist Knowledge

* Knowledge of issues and barriers that can affect a learner's attendance

##### Specific knowledge and understanding of social and welfare issues facing young people

##### Able to interact positively with young people and adults.

##### Ability to communicate, negotiate and work effectively with internal and external partners.

##### Ability to analyse and present information in a variety of forms

##### Ability to keep and evaluate records and statistical data.

##### Ability to work towards targets across college

##### Ability to work unsupervised and manage own time and priorities; be well organized and self-motivated.

##### To have flexibility and willing to try out new ideas.

Skills/Attributes

* A high level of organisational skills and accuracy
* Effective communicator
* Flexible approach
* Customer focused
* Logical approach to problem solving
* Work as part of a team

##### Additional Requirements

* Willingness to work flexible hours

##### Post Information

Reports to Head of Student Support and Equality / Student Support Manager

#### All staff are responsible for:

**Children & Vulnerable Adults:** safeguarding and promoting the welfare of children and vulnerable adults

**Equipment & Materials:** the furniture, equipment and consumable goods used in relation to their work

**Health / Safety / Welfare:** the health and safety and welfare of all employees, students and visitors under their control in accordance with Hopwood Hall College’s safety policy statements

**Equal Opportunities:** performing their duties in accordance with Hopwood Hall College’s Equality, Diversity and Inclusion Policy

#### Revisions and updates

This role description will be reviewed and amended on an on-going basis in line with organisational requirements dependant on the needs of the service

#### Person Profile

“The College supports the Skills for Life agenda and recognises the importance of all adults having functional literacy and numeracy whatever their role.  All staff are therefore given the support to gain a level 2 qualification in literacy and / or numeracy if they do not already have one and all teaching staff are expected to promote the basic skills of their learners within their subjects.

#### Competencies

Read this criteria in conjunction with the College Competency Framework – available on the intranet/internet.

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| **1. Leading and Deciding** |
| 1.1 Deciding and initiating action | **Essential** |
| 1.2 Leading and supervising  | **Desirable**  |

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| **2. Supporting and Co-operating** |
| 2.1 Working with people  | **Essential** |
| 2.2 Adhering to principles and values  | **Essential** |

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| **3. Interacting and Presenting** |
| 3.1 Relating and networking  | Essential |
| 3.2 Persuading and influencing  | Essential |
| 3.3 Presenting and communicating  | Essential |

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| **4. Analysing and Interpreting** |
| 4.1 Writing and reporting  | Essential |
| 4.2 Applying expertise and technology | **Essential** |
| 4.3 Analysing  | **Desirable**  |

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| **5. Creating and Conceptualising** |
| 5.1 Learning and researching  | **Essential** |
| 5.2 Creating and innovating  | **Essential** |
| 5.3 Formulating strategies and concepts | **Essential** |

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| **6. Organising and Executing** |
| 6.1 Planning and organising  | Essential |
| 6.2 Developing results and meeting customer expectations  | **Essential** |
| 6.3 Following instructions and procedures  | **Essential** |

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| **7. Adapting and Coping** |
| 7.1 Adapting and responding to change  | **Essential** |
| 7.2 Coping with pressures and setbacks  | **Essential** |

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| **8. Enterprising and Performing** |
| 8.1 Achieving personal work goals and objectives  | **Essential** |
| 8.2 Entrepreneurial and commercial thinking  | **Desirable**  |

##### Hopwood Hall College is committed to guarantee an interview to people with disabilities who meet the minimum essential criteria for a vacancy and to consider them on their abilities.