

JOB DESCRIPTION

JOB IDENTIFICATION

Job Title:	Student Behaviour, Achievement and Support Officer
Responsible To:	Programme Achievement Manager - Behaviour
Department	Student Services
Salary Grade:	Grade D

JOB ROLE

To promote a safe, inclusive, and productive learning environment by proactively supporting student achievement, behaviour, attendance, and welfare. This includes building positive relationships with students, supporting disciplinary processes, working collaboratively across departments, and providing administrative and pastoral support. The role also includes acting as a visible presence across college spaces, monitoring students, liaising with external agencies, and supporting strategic initiatives related to student success.

KEY DUTIES

No	Description of Duties
1	Act as a visible and proactive role model in all college areas to promote positive behaviour and student engagement
2	Administer, organise, and record student disciplinary panel hearings and support the management of disciplinary meetings
3	Work collaboratively with safeguarding to support and protect learners both on and off site
4	Be responsible for collecting statements from learners for evidence at panel meetings
5	Address low-level behavioural issues promptly and collaboratively with staff, including CLT, tutors, lecturers, and safeguarding officers
6	Liaise with external stakeholders including police liaison to promote student wellbeing and reinforce behavioural expectations
7	Monitor student behaviour and enforce College policies
8	Support and mentor students, including home visits and classroom drop-ins, to address attendance and achievement, especially in English and Maths
9	Collaborate daily with attendance officers to track and improve student attendance

10	Support college events such as Open Days, Parents' Evenings, and other community or stakeholder engagements
11	Represent the college positively in the wider community and support community cohesion
12	Contribute to and attend CLT meetings as required
13	Support the college as a first aid 'first responder' and attend appropriate training
14	Maintain links with other support areas and assist during busy periods or staff absence
15	Participate in enrolment and other administrative processes alongside general support staff
16	Maintain confidentiality and ensure effective communication across all stakeholders
17	Undertake other duties and in-service training as required to support the college's evolving needs

Standard Clauses - all Job Descriptions

- To comply with the College's policies and procedures
- To comply with the College's safety policy and other safety procedures and guidelines are deemed part of the job description. Employees must look after their own Health & Safety and welfare and be mindful of other persons who may be affected by their acts.

PERSON SPECIFICATION

Job Title: Student Behaviour, Achievement and Support Officer

Candidates will be assessed for shortlist and interviewed against the following criteria.

Shortlisting Criteria		Essential	Desirable
1. Qualifications			
1.1	English and Maths Qualification (minimum Level 2)	✓	
1.2	NVQ Business Administration (minimum level 2)	✓	
1.3	First Aid at Work Certificate		✓
1.4	First Aid at Work Certificate		✓
1.5	Designated Safeguarding Lead qualification		✓
2. Experience			
2.1	Have experience of working in a busy office environment	✓	
2.2	Previous experience of minute taking		✓
2.3	Have experience of working with Excel	✓	
2.4	Managing and de-escalating challenging behaviour	✓	
2.5	Liaising with external agencies (e.g., police, social care)	✓	
3. Skills/Abilities			
3.1	Be able to demonstrate excellent interpersonal skills	✓	
3.2	Be able to work as part of a team	✓	
3.3	Good organisation and administrative skills	✓	
3.4	Ability to work to tight deadlines and under pressure	✓	
4. Personal Attributes			
4.1	Willingness to work within a team to implement strategic policy	✓	
4.2	Genuine understanding of a commitment to Equal Opportunities and Safeguarding in practice	✓	
5. Other Requirements			
5.1	Full Driver's License	✓	