

Job Description

Directorate/Division:

January 2018

Title of Job: Student Engagement Officer

Responsible to: Deputy Head of Student Services

Key Purpose:

- To work in a small team of informal educators in support of students.
 - To develop an inclusive programme of extra-curricular activities for learners.
 - To develop and implement a well-planned tutorial and student activity programme and identify appropriate learning resources and strategies and to promote learning.
 - To help to improve success rates of students by playing an active role in monitoring, reporting and evaluating students' attendance, punctuality retention
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Conditions of Service: As set out in the CNWL Support Staff contract

Grade/Scale: 5

Hours/working pattern: 36 hours per week, 40 Weeks (200 Days spread over Term Time weeks)

MAIN DUTIES AND RESPONSIBILITIES

1. Ensure that the student room runs smoothly on a day-to-day basis .
2. Supervise student behaviour and encourage an environment in which students respect each other and the facilities provided.
3. Publicise the student room to students.
4. Provide a welcoming, safe and supportive environment for students including the promotion of positive images.
5. To develop and add value to the student experience whilst in the Student Room and to ensure mechanisms are put in place to engage learners at all stages of their journey.
6. To support a caseload of "at risk" learners as appropriate and work flexibly and collaboratively with colleagues in student services maximising expertise and resources to the benefit of the learners.
7. Engage and develop a professional relationship with students and other College staff, including the wider Student Services team and tutors

8. Work with students to assist in the development of their personal, social, and educational knowledge and skills
9. Assist in the development and running of a varied programme that is responsive to the needs of students
10. Collect feedback from students on aspects of College life, in line with the Student Involvement Strategy
11. Organise cross-College activities and events,
12. Support the Student Liaison Support Workers in facilitating the Student Council and delivering sexual health services
13. Facilitate group sessions and deliver sessions as part of the tutorial and Student Activity Programme
14. Keep data on usage of the facility and provide reports to the Deputy Head of Student Services as required

Additional essential responsibilities:

1. To undertake any training relevant to the efficient delivery of any of the above duties and to take responsibility for the post holders own professional development.
2. To undertake any such other, broadly analogous task as the Principal or their delegate may from time to time determine, or the demands of the College may require.
3. To carry out the above duties at all times with the College's Equal Opportunities, Health and Safety, No Smoking and Quality Management Policies.
4. To carry out his/her duties and responsibilities at all times with due regard to the College's Safeguarding, Equal Opportunities, Health & Safety, No Smoking and Quality Management Policies.

Special Conditions

1. The nature of this post means that the post holder may need to travel from time to time to all the College centres and to other external venues
2. The post holder will be contracted to work for a defined number of hours per week but it is a requirement of this post that the holder will flex these hours to reasonably meet external needs which may include working evenings and weekends.
3. This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS) check.

This job description is current at the date of issue. As and when the work of the College develops or changes so the areas of responsibility may be subject to change, and the job description will be reviewed. Such changes will, in the first instance, be made in consultation with the post holder.

College of North West London
Person Specification & Short listing criteria

Minimum requirements of the post, with an indication of how these are to be assessed.

| 1 | Education/Qualifications | Essential | Desirable | How Tested?* |
|----------|---|------------------|------------------|---------------------|
| 1.1 | To possess GCSE'S or equivalent at grades A-C in Maths and English | ✓ | | AF/IV |
| 1.2 | Qualification in Youth Work Careers, or Guidance – or commitment towards actively working towards gaining qualification | ✓ | | AF/IV |
| 2 | Experience/Knowledge | Essential | Desirable | How Tested?* |
| 2.1. | Experience of working with vulnerable young people in formal or informal settings and an understanding of the barriers they may face | ✓ | | AF/IV |
| 2.2 | High level of self-motivation and an ability to achieve targets and monitor own work and performance | ✓ | | AF/IV |
| 2.3 | Ability to develop creative solutions and approaches to help young people succeed | ✓ | | AF/IV |
| 2.4 | Able to make use of computerised systems and maintain accurate records | ✓ | | AF/IV |
| 2.5 | Experience of engaging with young people to increase participation in events | ✓ | | AF/IV |
| 2.6 | Proven track record in developing and delivering events | ✓ | | AF/IV |
| 2.7 | Experience of liaising with external organisations in order to deliver a range of events and services | | ✓ | AF/IV |
| 2.8 | Experience of working in a diverse inner city environment and an understanding of the ethos of working in an organisation that actively promotes equality and diversity | ✓ | | AF/IV |
| 2.9 | Experience in delivering tutorials to students aged 16- 19 years old. | ✓ | | |
| 3 | Skills/Abilities | Essential | Desirable | How Tested?* |

| | | | | |
|----------|---|------------------|------------------|---------------------|
| 3.1 | Ability to motivate, inspire and develop young people | ✓ | | |
| 3.2 | Excellent interpersonal and communication skills (e.g. evidence of skills required to deal with upset or distressed individuals). | ✓ | | |
| 3.3 | Experience of developing and working with an informal youth work curriculum | ✓ | | |
| 3.4 | Ability and skills to provide student centre activities | ✓ | | |
| 3.5 | Ability to plan, organise and to work under pressure and meet targets within required timescales | ✓ | | AF/IV |
| 3.6 | Self- motivated and capable of working both as part of a team and independently | ✓ | | AF/IV |
| 3.7 | Experience of working with young people in a diverse inner city environment | ✓ | | AF/IV |
| 3.8 | Excellent Communication skills, both written and oral | ✓ | | AF/IV |
| 3.9 | High level IT skills | ✓ | | AF/IV |
| 4 | Qualities/Genuine Occupational Requirements | Essential | Desirable | How Tested?* |
| 4.1 | To have an understanding of, and commitment to Equal Opportunities in practice. | ✓ | | IV |
| 4.2 | In addition to candidates ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including: <ul style="list-style-type: none"> • Motivation to work with children and young people; • Ability to form and maintain appropriate relationships and personal boundaries with children and young people; • Emotional resilience in working with challenging behaviours; • Attitudes to use of authority and maintaining discipline; | ✓ | | IV |




- * Evidence of criteria will be established from: AF - Application form, IV - interview, Test - skills test / prepared question / presentation
Cert - certificate checked by interview panel

College of North West London
Person Specification & Short listing criteria



Minimum requirements of the post, with an indication of how these are to be assessed.

| 1 | Education/Qualifications | Essential | Desirable | How Tested?* |
|----------|--|------------------|------------------|---------------------|
| 1.1 | | ✓ | | CERT/AF |
| 1.2 | | | ✓ | CERT/AF |
| 1.3 | | | ✓ | CERT/AF |
| 2 | Experience/Knowledge | Essential | Desirable | How Tested?* |
| 2.1 | | ✓ | | IV |
| 2.2 | | ✓ | | AF/IV |
| 2.3 | | ✓ | | AF/IV |
| 2.4 | | ✓ | | AF/IV |
| 2.5 | | | ✓ | AF/IV |
| 3 | Skills/Abilities | Essential | Desirable | How Tested?* |
| 3.1 | Excellent communication skills and ability to convey and explain concepts in straightforward language | ✓ | | IV |
| 3.2 | Ability to offer and help students and clients use a wide variety of learning materials, methods and styles | ✓ | | IV |
| 3.3 | Ability to establish productive and supportive working relationships with students, clients and colleagues | ✓ | | IV |
| 3.4 | To be able to achieve the accreditation necessary to become an assessor/verifier. | ✓ | | AF/IV |
| 3.5 | Good organisational and administrative skills | ✓ | | AF/IV |
| 3.6 | Able to maintain standards and good management of learning situations | ✓ | | IV |
| 4 | Qualities/Genuine Occupational Requirements | Essential | Desirable | How Tested?* |
| 4.1 | Enthusiastic and able to inspire students and clients | ✓ | | IV |
| 4.2 | Prepared to participate in new developments and contribute professional advice | ✓ | | IV |
| 4.3 | To have an understanding of, and commitment to Equal Opportunities in practice. | ✓ | | IV |
| 4.4 | In addition to candidates ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including: <ul style="list-style-type: none"> • Motivation to work with children and young people; • Ability to form and maintain appropriate relationships and personal boundaries with children and young people; • Emotional resilience in working with challenging behaviours; | ✓ | | IV |

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|---|---|--|--|---|
| | <ul style="list-style-type: none"> Attitudes to use of authority and maintaining discipline; | | |  |
| * | Evidence of criteria will be established from: AF - Application form, IV - interview, Test - skills test / prepared question / presentation Cert - certificate checked by interview panel | | |   |