



BIG CREATIVE
EDUCATION
APPRENTICESHIPS
TRAINING
ACADEMY



BIG CREATIVE ACADEMY
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JOB DESCRIPTION & PERSON SPECIFICATION

Post Title: Learner Services Team Leader and Designated Safeguarding Lead

Salary: £30,000 - £34,000 per annum, dependent on experience

Full/part time: full time, fixed-term position (maternity cover)

Hours: 35 hours per week (flexible working available)

Contract Start Date: 3 January 2018

Contract End Date: 24 December 2018

Reporting to: Principal

Location: Big Creative Academy, Clifton Avenue, Walthamstow, London E17 6HL

Purpose of the role: To manage the Learner Services team and be Designated Safeguarding Lead for Big Creative Academy.

Big Creative Academy

Big Creative Academy (BCA) is a post-16 free school specialising in the creative industries. We believe that teaching skills employers want and empowering young people to think reflectively enables positive outcomes for students and our wider community. Big Creative Academy is committed to wellbeing and excellent teaching. We have recently had an Ofsted inspection and were judged Grade 2 'Good', with inspectors recognising that the Academy makes a significant difference to the outcomes for young people. We have high expectations of our staff and students and want to be recognised as one of the leading providers of vocational programmes in the creative arts. We are already a DfE best practice school for LGBT+.

Big Creative Academy opened in September 2014 and have 300 students, aged 16-19, primarily studying Level 3 vocational qualifications. Our students are diverse and challenging and ultimately extremely rewarding to work with. Our study programmes specialise in music, fashion, media, gaming, events, performing arts as well as GCSE Maths and English.

The Academy is lively! We are well connected with industry and all of our teaching staff have industry experience. We also have industry ambassadors from companies such as MTV, ITN, Barcroft Media and Island Records and experts are kind enough to provide masterclasses for students. Our focus on skills, wellbeing and networks gives our students the edge in a competitive marketplace.

The Team

Sacha Corcoran MBE is Principal of the Academy, an inspiring self-made woman involved in education for over 20 years. She has brought together a small outstanding team who are committed to the vision and ethos of the Academy. There are three senior managers, 17 teaching staff and ten in business support. Our team are high achievers and have interesting and diverse backgrounds. Many have their own creative careers as musicians, actors, producers and fashion designers and all have a passion for creativity.

Some of the benefits of working at Big Creative Academy

Big Creative Academy has a Wellbeing Manifesto promoting positive relationships, resilience and reflection which extends to staff as well as students. We want our team to be productive and happy. The Academy provides the following benefits:

- A staff wellbeing day
- Admin days built into the academic year
- An individual CPD plan to bring out your brilliance
- Teaching, learning and assessment groups to share best practice and try new teaching techniques
- Opportunities to learn from your creative colleagues, for example, learning how to DJ, sew, improve your photoshop skills
- An employee assistance line for people to talk through difficulties confidentially, with solutions often offered to partners
- Full pension benefits in either the Teachers Pension Scheme or Local Government Pension Scheme.

Job Description

Main purpose of the role:

- Developing a high quality curriculum focused, and student centred service providing counselling, IAG, careers support, SEND and welfare services
- Management, leadership and development of a team of advisers
- Writing the Learner Services self-assessment report.
- Management of the agreed learner services offer and delivery plan
- To be the Designated Member of Staff for Safeguarding at Big Creative Academy

Learner services

Learner services at Big Creative Academy comprises the following areas (not an exhaustive list):

- Careers and progression
- Counselling
- Drop in sessions and appointments
- Financial support including free meals
- Information, advice and guidance
- Mentoring
- Co-delivery of Wellbeing sessions
- Workshops

- SEND co-ordinator

Each area has a specialist officer who acts as a champion for their area and takes the lead role in ensuring services are provided. Everyone employed in Learner Services will have a joint responsibility for all the areas and will be required to support colleagues to ensure that the team targets are met.

Colleagues who work in Learner Services will be employed to offer a shared service to the Academy's sister organisation, Big Creative Training, and as such will need to ensure that their time is apportioned fairly and appropriately between learners from each organisation.

Principal Accountabilities

- You will be responsible for the proactive day-to-day delivery of Learner Services at the Big Creative Academy and Big Creative Training.
- Developing a high quality curriculum focused, and student centred service providing counselling, IAG, careers support, welfare services, mentoring and work placement
- Management, leadership and development of a team of advisers
- Writing the Learner Services self-assessment report for Big Creative Academy
- Development of the Learner Services offer and delivery plan
- To work closely with Learner Services colleagues to ensure applicants needs are captured and communicated appropriately at the application stage to ensure support
- To deliver high quality student focussed service both internally and externally
- To be the Designated Member of Staff for Safeguarding at Big Creative Academy

Key Tasks

- To manage all aspects of the work of the Learner Services team
- Develop and foster strong student focus and relationships throughout the team ensuring ongoing ownership and quality customer service while maintaining an environment in which students are able to access support easily and timely.
- Deliver individual and group support for students to ensure they make best use of the resources, services and equipment to achieve their goals.
- In conjunction with wellbeing lead deliver a planned programme of workshops and individual support.
- Provide direct line management of the team, taking responsibility for recruitment, appraisal, motivation, performance management, allocation of duties and responsibilities, training and development
- Develop and manage Learner Services resources effectively and within budget to reflect the diversity, equal opportunities and inclusive learning policies of the Academy.
- To monitor and evaluate the services to ensure continuous quality improvement in line with the Academy annual self-assessment cycle, including the provision of reports and statistics
- To work with the lead tutors to develop and implement strategies for promoting the service
- To build and manage effective relationships with the lead tutors to ensure students achieve their goals
- To take responsibility for implementing innovation and change with the team in the development of the teams objectives
- To pursue an active programme of self and team development with a continuing updating of skills and understanding of new technologies and their relevance to learning in line with IAG policy

- To manage and develop the provision of all IAG services in line with OFSTED requirements
- To ensure the SEND provision is in line with OFSTED recommendations and national guidelines
- Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post, in keeping with the Academy's quality assurance procedures and systems.
- Be committed to professional self-development, through participation in training as necessary for the successful carrying out of the job.
- To support and participate in enrolment duties, open days, parents' evenings, student performances and other such activities that are essential parts of the annual cycle of events supporting the success of the Academy
- Be the designated Safeguarding Officer for post-16 age learners and act as a safe person for learners to contact who feel under threat from other learners or college users, or who may be experiencing difficulties. This includes ensuring your daily presences at the beginning and end of learners' programmes and in all breaks.
- To manage all student safeguarding cases at Big Creative Academy, liaising with local authority support services, the police and other relevant organisations
- To maintain the Academy's post-16 learners' safeguarding records, meetings and policies, produce relevant reports
- Support the curriculum staff in challenging and preventing behaviour that is not conducive to a safe and peaceful learning environment by working with learners in ensuring that policies are adhered to, with specific reference to any illegal or unacceptable activities

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications/ Competencies	Degree or equivalent Safeguarding Training to Level 3	
Relevant Experience	Experience in the education sector of at least three years. Experience of line managing support staff. Experience of resolving safeguarding matters to successful conclusions. Substantial experience of carrying out administrative and organisational functions. Proven ability to work through problems without seeking further guidance.	

Knowledge	<p>Demonstrable knowledge safeguarding legislation</p> <p>Demonstrable knowledge of safeguarding best practice.</p> <p>Substantial knowledge of support services functions such as IAG, careers and counselling.</p> <p>Substantial knowledge of SEND and ALS – funding and best practice.</p> <p>An understanding of and commitment to safeguarding young people and vulnerable adults.</p>	
Skills/Ability	<p>Demonstrable literacy and numeracy skills to be able to draft reports, and understand complex written information and guidance.</p> <p>Demonstrable communications skills - able to receive and give accurate information to a wide range of people inside and outside of school.</p> <p>Demonstrable ability to communicate with all learners from a variety of backgrounds with a variety of support needs</p> <p>Excellent planning, organisation, IT and administrative skills, the ability to see projects through to a successful conclusion, and a general high level of efficiency</p> <p>Decisive and able to make judgements within an agreed framework.</p> <p>Ability to work with minimal supervision and direction.</p> <p>Able to plan and organise workloads to meet conflicting work demands and deadlines.</p> <p>Able to develop constructive working relationships with others.</p>	

	Able to work on own initiative within school policy and procedure.	
Personal Skills	<p>Demonstrate enthusiasm</p> <p>Aptitude for hard work, the ability to take initiatives, a flexible approach and an ability to implement change</p>	<p>Motivation to work with children/young people/vulnerable adults</p> <p>Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults</p> <p>Emotional resilience in working with challenging behaviours</p>

MANAGEMENT BEHAVIOUR FRAMEWORK

A. Ensures that the Academy is driven by service values

Service Orientation

- Motivated and able to identify the needs of the 'users'
- Understands developments in the external world and elsewhere in the College
- Anticipates and addresses the changing needs of the users
- Passionate about improving the offer to learners

Clarity of Purpose

- Sees clearly what needs to be done, is able to keep a strong focus on the primary task and think strategically
- Motivated to seek out and analyse evaluative data about the tasks
- Focuses on the key issues through reducing complex situations to clear plans which can be acted on to take the College forward

Acts with Integrity

- Stands up for own convictions and values, and takes difficult decisions where necessary
- Takes care and attends to responsibilities – is conscientious
- Is a role model for other managers

B. Acts to improve performance

Drive for Results

- Motivated towards achievement and leans towards taking action
- Energetic and tenacious in improving College and Learner results
- Takes calculated risks to improve performance

Leading Innovation and Change

- Is enthusiastic and motivates others around change to improve the way the College functions
- Is open to new information, willingly adapting how we operate
- Able to maintain optimistic in the face of constant change
- Challenges the status quo, is innovative, and positively enables change

Holding People Accountable

- Seeks clarity about individual and team expectations to ensure delivery of results
- Agrees consistent, clear performance expectations around College results and behaviours
- Reviews performance on a regular basis and provides timely honest feedback about realities

C. Delivers through people

Leadership

- Articulate and arouses enthusiasm for shared goals
- Steps forward to lead as needed
- Guides people through the focus on task
- Creates the conditions for collaboration, cooperation and team capability
- Builds effective relationships with colleagues, learners, and external stakeholders

Developing People

- Invests time, energy and enthusiasm in developing themselves
- Identifies own needs and actively seek opportunities to meet them
- Actively encourages and supports the development and learning of others
- Provides frequent coaching and feedback to own staff and others

Managing Relationships and Conflict

- Handles difficult situations with diplomacy and tact
- Helps to de-escalate potential conflict
- Brings about solutions to conflict through open engagement