

Job Description



Title: Student Services Coordinator

The student services Coordinator is a key member of both Orchard Hill Colleges' Assessment and Placement Team, and well-being team. A main part of the role is to lead on, and provide student focused services across College. Inclusive of student enrichment and well-being activities, bursary applications, free school meals, and IAG workshops for students, parents/carers.

We are a multi site campus, and you would be required to work flexibly across all College sites on a regular basis, delivering face to face support for students and families. However you would be based at one location for at least two days per week depending on your closest college centre.

You will also be expected to be based 1 day a week at our head office in Sutton, Surrey.

Main purpose:

Reports to: Head of Assessments and placements/ Deputy Principal

Purpose and main responsibilities:

To provide a point of contact with students, parents/carers and staff with regards to any student focused services such as bursary, enrichment, free school meals and any additional benefits. This may include supporting with application forms etc.

To work in a fast-paced environment with young people with SEND and barriers to learning. Developing and supporting with services and support made available to them.

To be responsible for the co-ordination of the enrichment self-funded courses, including approving invoices, checking attendance and creating credit requests where applicable.

To ensure that students, parents and carers have regular access to information with updates, in the form of written communication and face to face events such as open days, parents/carers evenings etc.

To triage enquiries relating to matters connected with the assessment and placement of students to the College, including liaising with other College sites and satellite venues.

To have a creative ability to develop resources and workshops, leaflets, IAG for student groups, parents, carers etc. Based on current affairs and key topics in context to local communities. This will include the organisation of, and implementation of fresher's fairs.

Coordinate and disseminate student ID, logs ins and emails.

Working closely with our marketing and events team to support workshops for transition and coffee mornings.

To run regular student feedback/surveys alongside the curriculum lead for this area, and co-ordinate the data to drive continuous improvement

To co-ordinate and oversee the administration of extra curricula activities and residentials across all college sites.

To oversee the systems and procedures associated with the dissemination of termly reports, and any other student data required.

To ensure that a diverse range of effective communication formats for students, parents, carers where English is their second language.

To carry out basic analysis of data in order to inform service/workshop/IAG delivery throughout the academic year.

To work flexibly across our college sites to provide regular support.

To work with the safeguarding lead, and Head of Assessment and placement team to ensure the smooth running of the bursary application process, student attendance monitoring and dealing with any queries, as directed.

To check any submitted bursary applications and supporting evidence and pass to the appropriate person for sign off/approval.

To co-ordinate and deliver regular student, parent/carer IAG events with regards to financial support

Ability to work with a high-pressure workload, and can meet competing demands, where you will be expected to prioritise and manage your own workload

To have specialist knowledge and understanding of the government benefit system, and how this can be accessed and utilised to support students and their families.

To carry out other such similar duties that may be reasonably required by the principal and senior leadership team.

To demonstrate a commitment to the safeguarding of children and vulnerable adults.

To undertake general admin tasks such as; carry out mailing of information using database/mail merge, using finance systems for ordering equipment.

Person Specification

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form. Priority 1 criteria are essential on appointment. Priority 2 criteria may be acquired after appointment. If you are selected for interview, you may be asked also to undertake practical tests to cover the skills and abilities shown below:

Qualifications/Experience

Experience of working within a team (1)

Experience of working, caring or voluntary work with people who have barriers to learning and/or special educational needs (1)

Experience of working in an education environment supporting student services (1)

Ability, Skills and Knowledge

To have strong interpersonal skills and professional presentation appropriate to working with professionals from other organisations, parents, carers, advocates and others. (1)

Good, professional communication skills (both oral and written) (1)

Strong organisational abilities including: time management, creative-thinking, problem-solving and multitasking. (1)

Ability to prioritise and manage workload whilst maintaining a flexible approach to respond to urgent requests (1)

Ability to relate well to young people and families (1)

Ability to plan, organise and manage a complex workload with tight deadlines (1)

Able to demonstrate a good level of ICT. Candidate must be competent in all Microsoft Office Packages (including; word, excel outlook and Office 365). As well as having a good level of competency in the use of college systems with relevant training. (1)