



**JOSEPH
CHAMBERLAIN**
SIXTH FORM COLLEGE

Ofsted
Outstanding
Provider



APPLICATION PACK

Student Services Manager

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INTRODUCTION FROM THE PRINCIPAL

Dear Colleague,

Thank you for your interest in the position of Student Services Manager at Joseph Chamberlain Sixth Form College. This is an excellent opportunity for a remarkable candidate to work in a large, inclusive and highly successful Sixth Form College near central Birmingham. I am always really proud and excited to be leading our exceptional college, where the staff and students are an absolute pleasure to work with.

Our 16-18 year old students come from diverse backgrounds and, being placed in one of the more deprived areas of the country, presents us with some challenges. However, what makes Joseph Chamberlain College so special, and such an energising place to work at, are the rewards that come from seeing those same students achieve phenomenal success and develop as confident, aspirational young adults who enter Higher Education at the end of two years with us. We take great pleasure in knowing that we make a really positive difference to the lives of hundreds of young people each year, setting them off on the right path to secure excellent careers in the future. In addition, our separate Adult Learning Centre provides an outstanding curriculum at all levels to our local community, with a particular focus on improving the English and maths skills for students whose first language is not English.

Since I joined the College, I have watched it grow from strength to strength. Our achievement rates are consistently high and the progress our students make places us in the top 25% of all school sixth forms, Sixth Form Colleges and FE Colleges in the country. We are the highest performing Sixth Form College in the Midlands and, in our most recent Ofsted inspection of December 2023, we were once again awarded their highest grade of 'outstanding' in all categories. This is, I believe, because our teachers are some of the best in the country and they are relentless in their dedication to our students. Our teachers are also ably supported by fantastic support service teams, who are equally dedicated and committed to ensuring the success of the students we work with.

I want to continue to appoint positive, like-minded individuals, who share a passion for working with young people to transform their lives for the better, who will work with drive and determination to help them achieve and who will care a great deal about their development and well-being. In return, whatever your experience, I will ensure that you are fully recognised and appreciated for this hard-work and benefit from extensive professional development, great career opportunities, first-class facilities and positive support from exceptional colleagues and leaders who care about those they work with.

Finally, I would like to say that I do appreciate your investment of time in exploring the College and, hopefully, submitting an application for this role. If you have any questions at all, please do contact us and we will be more than happy to help.

Whatever the outcome, I wish you the very best in the future.

Tony Day – Principal and CEO

ABOUT JOSEPH CHAMBERLAIN COLLEGE

Background and Context

Joseph Chamberlain College is a hugely popular and highly successful Sixth Form College that was established in 1983 and now offers a wide range of academic courses at all levels to around 2600 school leavers and approximately 700 adults on a separate site.

Our curriculum offer and entry criteria are highly inclusive, offering clear progression routes to success for all students, regardless of their starting points and backgrounds. Approximately 80% of our work is with 16-18 year olds at Level 3, who study AS/A Levels or Level 3 BTEC Extended Diplomas. At Level 2, we offer BTECs and GCSE programmes to 16-18 year olds; at Entry Level and Level 1, we have an extensive ESOL provision. In addition, our separate Adult Learning Directorate offers classes in ESOL, Literacy, Numeracy and Access to HE in a range of community venues. Our wider curriculum is also rich and varied allowing students to benefit from a great deal of choice in sports, additional languages, performing arts, citizenship, and various other student-led clubs/societies.

In 2023, students at Joseph Chamberlain College achieved outstanding exam results, placing us in the top 25% of all schools and colleges nationally for the tenth consecutive year. In the most recent Ofsted inspection of December 2023, we were graded as 'outstanding' in all categories for the second time; we are the only College in the West Midlands to achieve this in two consecutive inspections. Our College continues to provide a broad, inclusive and high-quality education to all of our students which results in exceptionally high levels of progression to Higher Education. We were featured in the Parliamentary Review for a second time for best practice in further education, and we have been awarded the Teachers' Development Trust (TDT) Silver award for our comprehensive package of innovative and high-impact professional development. As part of a local Teaching Alliance, we support all newly qualified teachers, from both secondary and post-16 backgrounds, to complete their ECT year and achieve either QTS or QTLS.

The College is situated within easy reach of Birmingham city centre in a state-of-the-art building with superbly equipped classrooms and outstanding facilities.

We are an ambitious institution, with a clear strategy to keep being highly successful for our students. Staff, students and visitors often comment on the warm and welcoming atmosphere at the College and the strong sense of community that permeates the organisation.



Our Purpose – What we are here to do

To provide an exceptional educational experience that results in significantly improved futures for all of our students.

Our Vision

Joseph Chamberlain College will be the first choice for school leavers in Birmingham because it will be recognised for excellence in academic achievement, exceptionally high standards of teaching and its capacity to raise the aspirations and ambitions of all of its staff and students so that they can enjoy rewarding and successful futures.

Our Core Values

Central to all that we do, are our core values. As a team of staff, students and governors, we believe in:

- **Excellence and Ambition**

At Joseph Chamberlain Sixth Form College, we are dedicated to providing an outstanding learning experience to all students. As a result, we have high ambitions and expectations of everyone and always strive for excellence. We demonstrate a 'can do' attitude and embrace the need for continuous improvement and positive change.

- **Cooperation and Communication**

Here, we believe in working together as a team, for the benefit of the College. Learning from our own and each other's mistakes and successes, we encourage everyone to take responsibility for their actions. We are open and honest with each other, and have built effective professional relations with each other through mutual trust and transparent communication.

- **Equality and Recognition**

Throughout the College, diversity and inclusivity underpin everything we do, and we will always treat everyone with respect and fairness. We value and recognise the contribution to that every individual makes to the lives of students and are loyal to and proud of our College and our students.

Our Eight Strategic Priorities

Our strategic priorities and associated objectives, seek to realise to realise the mission statement, thereby ensuring that all Joseph Chamberlain College students experience an education of the highest quality and, as a result, have considerably improved future prospects. Our eight strategic priorities are:

1. The Sixth Form College for the City of Birmingham

As the largest provider of academic provision in the city, we will retain our highly successful distinct Sixth Form College identity and ethos, being recognised as an excellent choice for all school leavers who wish to progress to Higher Education in the future.

2. An Unwavering Focus on Academic Success

We will prioritise securing high levels of academic success for all students so that they have significantly greater choices in the next stage of their education and in later life, regardless of prior experience or attainment.

3. Excellence in Teaching, Learning and Assessment

We will ensure that learning, teaching and assessment are consistently excellent across all areas of the College, providing students with challenging, stimulating and inspirational lessons that secure their rapid progress.

4. Powerful Support and Life-Changing Opportunities for Students

We will support our students with compassion, and enhance their lives by ensuring that the student experience develops in them the qualities and skills to embrace future challenges, achieving their full potential along the way.



5. A Positive Focus on Our People

We will establish a talented, hard-working and successful staff body who feel stimulated by their job, happy in the workplace and proud to be part of Joseph Chamberlain College.

6. A Community Learning Provision that Transforms the Lives of Local Adults

We will serve local adult learners by providing them with a range of high-quality community-based courses that develop their skills and confidence to help them unlock their true potential for the future.

7. Highly Effective Management of Finance and Business Operations

We will lead the business of the College with great efficiency so that our finances remain extremely healthy for the future and the operations of our support services align closely with our mission and purpose.

8. An Exceptional College Estate with First-Class Facilities for Students and Staff.

We will invest significantly in the development of the College estate so that all students and staff have access to exceptional accommodation, facilities and resources during their time with us.



JOB DESCRIPTION

Job Description: Student Service Manager – Adult Learning

Job Purpose and Accountability:

To develop and coordinate a range of student support functions to enhance the experience of adult students at Joseph Chamberlain College.

The postholder will be a member of the Student Services team in Adult Learning ensuring that all adult students who are attending are safe, and are actively participating in college life.

This postholder will also provide information, advice and guidance to students on the range of support available within the college and the local community

The Student Services Manager, Adult Learning will be accountable to the Vice Principal Welfare & Progression.

Duties and Responsibilities:

- To effectively coordinate the Student Services activities within Adult Learning including the work of the Academic and Progress Coach for Adult Learning ensuring that a comprehensive package of support is in place to meet the specific student needs.
- To be part of the college core safeguarding team as a designated safeguarding lead for adult students. The postholder will work closely with the college Safeguarding Officer to caseload referrals and ensure that these students are kept safe.
- To update, implement and be part of the delivery team of the Adult Learning group tutorial programme. This programme is differentiated by level and takes account of the developing understanding of life in modern Britain.
- To work with the Futures team to develop and implement an impartial and informative careers programme which enables adult students to make informed choices appropriate to their level of study and progression into sustainable employment. Activities will include the development and delivery of a job shop for adult students.
- To develop and implement clear and effective processes and procedures that support timely applications and positive progression into higher education for all Access students. This post holder will be responsible for ensuring that the UCAS application process is agreed, understood and followed by staff and students.
- To work with the SENCO to ensure that students who declare additional learning needs are provided with appropriate learning support and exam access arrangements to maximise their chances of success.
- To develop sustainable partnerships with external organisations that specifically support adult students with a range of personal, financial and work-related concerns
- To work with the college medical team to develop and coordinate a series of health and wellbeing activities to support adult students to keep themselves and their families safe and healthy.
- To ensure that students receive accurate and timely information, advice and guidance on the financial support available to them including the college's discretionary learner support funds.
- As a member of the college's EDI Committee the postholder will design and deliver a range of student events that promote and celebrate equality, diversity and inclusion for adult students.

- To develop and promote the annual leaver voice calendar and to support the establishment and efficient capture of the student voice within adult learning.
- To carry out any other duties appropriate to the post which may be required, as the role develops.

PERSON SPECIFICATION

Methods of Assessment: Application Form (A), Interview (I), References (R), Certificates (C), Tasks (T)	Essential	Desirable	Method of Assessment *				
			A	I	R	C	T
Education, Qualifications and Training							
Degree or equivalent.	✓		✓			✓	
Experience and Knowledge							
Experience of working with adults in an educational or community setting	✓		✓	✓			
Experience of staff management		✓	✓	✓			
Substantial experience of safeguarding and a detailed knowledge of the safeguarding statutory duties within an educational setting	✓		✓	✓	✓		
Experience of developing tutorial programmes for students and the ability to differentiate materials for students studying on a range of programmes	✓		✓	✓			
Experience of developing and using online data systems to monitor a range of functions	✓		✓	✓			✓
Experience of working with a wide range of people within an organisation to produce an agreed programme	✓		✓	✓			
Experience of working in a diverse inner-city environment	✓		✓	✓			
Experience of developing sustainable partnerships with organisations that support the development of young people	✓		✓	✓			
Experience of developing learner voice activities		✓	✓	✓			
Skills and Qualities							
Demonstrate good teamwork and interpersonal skills, to enable good working relationships to be formed.	✓		✓	✓			
Excellent interpersonal and communication skills	✓		✓	✓			
Strong administrative skills and a high level of personal organisation, with an ability to work within deadlines.	✓		✓	✓			
Be able to maintain confidentiality and show sensitivity to student need.	✓		✓	✓			
Flexible and self-motivated with a willingness to propose and implement new ideas	✓		✓	✓			
Resilient and able to work under pressure	✓		✓	✓			

Demonstrate a commitment to Equality and Diversity issues	✓		✓	✓			
Other							
Enhanced DBS Clearance	✓		✓			✓	
Ability to meet the requirements of the Asylum and Immigration Act (to be legally work in the UK).	✓		✓			✓	

FURTHER PARTICULARS

Job Title: Student Service Manager – Adult Learning

Contract Type

Part-time (4 days per week), term-time only plus 5 days

Salary

The salary for this post is paid on the Support Staff Pay Scale at point 13, currently £27,747 per annum, FTE (Salary will be adjusted for part-time, and term time plus 5 days working).

Start Date

As soon as possible

Working Week

Hours of work will be 29.2 hours over 4 days, during term time plus an additional 5 days which will be agreed by your line manager. You will very occasionally be required to work outside normal hours and this will be agreed by negotiation. For this role, you will be expected to work and be paid for 39 weeks per year, with a proportion of 4.4 weeks annual leave plus 2.6 weeks bank and public holidays to reflect your working weeks included.

Please be aware that our term dates fall in line with Birmingham City Council term dates, aside from the summer term.

Holiday Entitlement

As this role is term-time, this post is not eligible for annual leave to be taken during the term. All holiday is taken during the College vacations. The leave year shall run from September to August each year.

Superannuation

The successful candidate will be eligible to join the Local Government Pension Scheme and you will automatically become a member unless you opt not to join.

Staff Benefits

We offer the following benefits to our staff:

- Extensive professional development opportunities
- Occupational pension scheme (either Teachers' Pension Scheme or Local Government Pension Scheme)
- BHSF – private healthcare insurance plan
- Cycle to work scheme
- Discounted college gym membership
- A clear strategy for the positive well-being of staff
- Excellent support for newly-qualified teachers, both school and college trained
- Free car-park for staff



HOW TO APPLY

- To apply, please visit our vacancy page online <https://www.jcc.ac.uk/about-jcc/jobs/>. You will be taken to our recruitment portal, My New Term, where you will need to follow and complete the application details.
- If you are applying for a teaching or curriculum-based role, and you are shortlisted, we will request that you complete an examination results form which we will send with the interview information pack (applicants who are still completing their PGCE course will need not complete this).
- For any queries, please contact the HR team:

Email: HR@jcc.ac.uk
Telephone: 0121 446 2255

Deadline

The deadline for the post(s) is **Thursday 30th January 2025** (to arrive no later than 12 noon).

Shortlisting

Unfortunately, we will be unable to notify candidates who are not on the shortlist. Therefore, if you have not heard from us within 4 weeks of the closing date, then please assume your application has been unsuccessful on this occasion. We may contact you via email, so please check your spam/junk inbox.

Equal Opportunities Policy

Joseph Chamberlain College is committed to equality of opportunity in recruitment and selection. Every care has been taken in the drawing up of this job description and person specification to ensure that the requirements of the post are not discriminatory on any grounds and particularly in relation to any protected characteristics, as defined by the Equality Act 2010. Similar care will be taken during the short-listing and interviewing stages.

If candidates are dissatisfied about any part of the process, they should write in the first instance to the Principal of the College setting out the nature of their complaint.

Guide to the General Data Protection Regulation (GDPR - 2018)

Under the General Data Protection Regulation (2018), the College needs to have your consent to collect and process information about you for the proper administration of the selection process and the employment relationship should you be appointed. Please accordingly make sure you sign the declarations at the end of the application form. After an appointment has been made, all the papers of unsuccessful candidates are kept for a period of six months and are then destroyed. For further information about how the College processes personal data please visit our website.

Candidates with a Disability

The College is a Disability Symbol User. If candidates with a disability need any special arrangements for interview, they should enclose a letter giving details of these, marked for the attention of the Learning Resource Manager.

Rehabilitation of Offenders Act 1974

In accordance with the Rehabilitation of Offenders Act (ROA) 1974 and the Exceptions Order 1975 (amended 2013 and 2020), employees with access to children and young people under the age of 18 are not allowed to withhold information regarding criminal convictions no matter when they occurred.

Disclosure and Barring Service Check

The college is committed to safeguarding and promoting the welfare of its students. We will carry out checks on all those who are offered employment with us.

Appointment is subject to you obtaining a satisfactory Enhanced Criminal Records Check through the Disclosure and Barring Service (DBS). The successful candidate will be required to provide relevant evidence to enable a DBS check to be undertaken prior to commencement of employment. The College follows the Code of Practice laid down by the DBS (available from the DBS website). It is an offence to apply for a role if an applicant is barred from working with children. Further details will be given upon appointment.

In the future, you may also be asked to subscribe to the DBS Update Service and to maintain that subscription of an annual basis. There will be a small annual cost to the individual. The College will undertake 'status checks' on DBS Disclosures to assess that the information on the original certificate remains current; membership of the Update Service is therefore mandatory to enable status checks to be completed.

Any offer of employment will be conditional upon DBS clearance and a satisfactory outcome to other safeguarding checks as deemed to be appropriate by the College.

The Selection Process

As part of our due diligence on all short-listed candidates, an online search will be carried out prior to interview. Short-listing of candidates for interview will be undertaken by the line manager and a member of the senior management team. All candidates invited to interview will be asked, on the day, to complete a practical task. The results of these assessments will be used to decide whether to shortlist you further for interview. The interview panel usually consists of three or four members of senior and middle managers.

During the interview we ask the same main questions to all candidates, as well as any supplementary questions either arising from initial responses or specific to individual applications. At the end of the interview you will be given the opportunity to add anything further in support of your application or ask any questions. The panel will make its decision based on the evidence presented throughout the process and will contact all candidates with an outcome as soon as possible.