



Oldham College

POST TITLE: Support Officer		
OLDHAM COLLEGE CORPORATION		Department: Additional Learning Support
POST NO: 18/67	GRADE: Scale 3 Point 17	Term Time (40 weeks)

1. Principal Purpose

- 1.1 To provide the full range of support via email, telephone or an online meet facility for students with complex support needs, enabling them to access the College provision.
- 1.2 To promote and provide excellent customer service internally and externally in all areas of the role.

2. Specific Accountabilities

- 2.1 To provide Additional Learning Support to students with SEND across the whole range of college provision, including those with complex needs. To include work placements, enrichment activities and external visits.
 - 2.2 Assist in the preparation of materials, equipment and assistive technology.
 - 2.3 Support students' support needs, welfare and social well-being in College time.
 - 2.4 Support students with access to facilities within the College, work placements and external visits.
 - 2.5 Attend and participate in meetings when required.
 - 2.6 Attend training courses considered appropriate by Line Manager.
 - 2.7 To implement, record, review and adapt support strategies throughout the academic year.
 - 2.8 To work closely with curriculum to encourage inclusive teaching practice including delivery of awareness information to staff. Contributing to the personal development of learners and promoting their independence.
 - 2.9 To maintain an up to date system of support records for purposes of quality control and audit.
 - 2.10 Promote inclusive learning experiences throughout the College.
 - 2.11 Develop ways of assisting students to communicate effectively and appropriately to ensure their views are able to be understood.
 - 2.12 To ensure that equal opportunities are promoted and developed in all areas of responsibility.
 - 2.13 This job description is a summary of the key areas of responsibility. It is not a definitive list. You are required to work flexibly to meet the needs of the service and along with your line manager, make suggestions to vary the scope and application of your responsibilities within a reasonable framework appropriate to this level of post.
 - 2.14 To be responsible for promoting and safeguarding the welfare of children, young persons and/or vulnerable adults for whom you are responsible or come into contact with as part of your role. You will be expected to share the College's commitment in this respect.
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3 **Generic Framework - Scale 3**
Oldham College

3.1 Scope

Duties will normally be assigned as part of clear guidelines or procedures, but will involve decision making or choices of action based upon limited alternatives.

3.2 Work Complexity

Carry out work of a more involved nature but must demonstrate flexibility by covering other areas of work in the section, as required.

3.3 Accountability

Supervision and guidance will be given but may not always be available except for advice concerning tasks outside own job function.

3.4 Supervisory Responsibilities

Will be expected to inform or instruct less experienced members of staff and/or assist students.

3.5 Standards

Must demonstrate at all times the highest standards of work output, striving to achieve an ideal of "right first time" and accepting responsibility for customer care.

3.6 Flexibility

Must be prepared to demonstrate flexibility in responding to changing demands in personal, team or department workload.

3.7 Attitude

Will be expected to show initiative in obtaining the answer, when dealing with unusual situations, outside of normal remit.

3.8 Communication

Will be expected to develop oral and written communications which convey clearly the messages of the organisation to best effect.

3.9 I.T.

Will be expected to use the full facilities of all information technology provided for carrying out the duties of the post

4. Contacts

Learners
All College Staff
Parents/carers/advocates/agencies involved with the learners

5. Relationship to other posts

Responsible to: ALS Team Leader

Responsible for: None



6. Oldham College Commitments

- All employees of Oldham College Corporation are required to actively promote and work within the policies, procedures, regulations and codes of conduct of the Corporation.
- All employees of the Corporation are required to work within and contribute to the achievement of the College annual strategic plan.
- All employees of the Corporation are required to undertake such professional development and skills updating as required by the Corporation and/or required by the changing demands of their role.
- The post holder may be required to undertake any additional, reasonable duties in order to progress the needs of the organisation.
- The College is committed to providing a safe environment in which children, young people and vulnerable adults can develop educationally, socially and emotionally, free from abuse, and expects all members of staff to share this commitment.



PERSON SPECIFICATION
POST: SUPPORT OFFICER

The following person specification has been developed to provide candidates with a general understanding of the main standards of competence and experience we believe are essential to successful performance in this job role.

You should address each key area in your application submission providing evidence wherever possible to substantiate your application.

You should be aware that this organisation takes very seriously its commitment to serving our learners, staff and the wider community through staff who are themselves motivated towards delivering a quality service and whose approach at all times reflects a professional customer care oriented approach. We regard these qualities as essential and will only appoint staff who can support the College in promoting an ethos of equality for all within, our developing multicultural diverse organisation.

Assessment: Items marked with a * are short listing criteria, all other criterion will be assessed at interview and/or by other assessment methods.

<u>Qualifications</u>	<u>Evidence Required</u>
<u>ESSENTIAL:</u>	
Qualified to GCSE level (or equivalent) including Maths & English.	*
<u>DESIRABLE:</u>	
Support Qualification (or be willing to train).	
<u>Skills, Knowledge & Experience</u>	
<u>ESSENTIAL:</u>	
Recent relevant experience of young people or adults in at least one of the following areas: ASD, ADHD, ADD, Communication and Interaction Difficulties, General Cognition and Learning Difficulties, Social, Emotional and Mental Health Difficulties or Physical and/or Medical Needs.	*
Excellent knowledge of IT software, including Word and Excel.	
Excellent interpersonal and communications skills.	
Experience of empowering and building the independence of young people or adults with Support Issues.	*
Experience of maintaining accurate records of learner support.	
Ability to recognise changes in the learner's need and respond positively to it.	*
Ability to work under direction and on personal initiative within clearly defined frameworks.	*
Excellent organisational and administrative skills.	
The ability to work flexibly.	*
Ability to work under pressure and meet deadlines and targets.	*
A demonstrated commitment to the active promotion of equality of opportunity.	
The ability to forge and sustain good working relationships with colleagues and external agencies.	*
<u>DESIRABLE:</u>	
Experience of achieving personal, and/or team targets.	*
Problem solving skills.	
Demonstrable experience of regular knowledge and skills update and participation in staff development.	*
<u>Attitude and Motivation</u>	
<u>ESSENTIAL:</u>	
Positive learner centred approach.	
Prepared to perform duties required by learner's support needs.	*
Prepared to work as a team member.	
Suitability to work in an environment where you will be responsible for promoting and safeguarding the welfare of children, young persons and/or vulnerable adults.	
<u>Other Work Related Requirements</u>	
<u>ESSENTIAL</u>	
Willingness to work flexible hours to meet the needs of the learners.	*