

JOB DESCRIPTION

TITLE	Student Support Officer
LOCATION	Peripatetic Post
RESPONSIBLE TO	Midlands Coordinator & National SSO Lead

OVERALL PURPOSE OF THE JOB

Provide effective impartial information advice and guidance, mentoring, support and coaching to young people, both individually and in groups. Arrange initial intervention and interview individuals, ensuring correct eligibility is evidenced and barriers to learning are identified. Support and guide the young person through initial assessment and deliver induction on to programme. Help remove barriers to personal, social and academic progress ensuring an individually tailored learning experience is set and provide personal support on a one-to-one basis or within groups. Source supportive quality work placements and work experience opportunities. Identify and arrange suitable training, and support packages. Work with programme personnel, employer and partner agencies to arrange a series of interventions, which support the young person in their learning and employment aim. Provide additional support for learners in danger of not fulfilling their potential. Monitor the attendance and progress of the individual when placed in appropriate provision. In conjunction with Senior Managers identify and implement systems to ensure continuous quality improvements as defined by the Ofsted Inspectorate as good to outstanding provision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Advise, guide, inform, mentor, coach and support individuals throughout their programme and after exit
- Undertake group or individual tutorials with learners ensuring their individual needs are met
- Source quality work placements and work experience opportunities
- Monitor attendance of individuals on the programme liaising with other personnel where applicable
- Assist individuals to understand and overcome social, educational and emotional barriers
- Prepare and support individuals to undertake work experience or work placement
- Collect, organise, and analyse information about individuals through interviews, records, and professional sources, to appraise their interests, aptitudes, abilities, and personality characteristics, for vocational, educational, work placements, work experience and employment

- Manage a caseload of young people placed with partner agencies, sub-contractors and employers
- Maintain a story board – pen picture of the learner caseload
- Track learner progress, including tracking of learner progressions on exit from the programme
- Arrange suitable provision and interventions for the young person for the duration of their programme
- Maintain appropriate documentation systems relevant to the progress of the individual. Monitor the progress of the individual, recording and reviewing performance against the individual learning using Morthyng recording systems
- Liaise with programme personnel, work placement personnel and partner agencies to support the individual in the achievement of educational attainment and or sustainable employment to maximise their potential
- Ensure contractual compliance of all outcomes operated within the programme to meet the agreed targets, maintaining learner individual records including the provision of statistics as required by Line and Senior Managers
- Maintain confidentiality at all times and ensure that company information is not disclosed to third parties
- Actively promote the organisation's equality and diversity policy (single equality scheme) and observe the standard conduct which prevents discrimination taking place
- Ensure full compliance with health and safety legislation and the organisation's health & safety policy and procedures ensuring a safe environment for learners internally and with employers
- Ensure full compliance with the organisation's safeguarding of learners policy, practices and procedures. To include compliance with an enhanced DBS registration and legal requirements under DBS legislation
- Ensure full compliance with the preventing radicalisation & extremism policy and procedures ensuring a safe environment for learners
- Be responsible for own self-development on a continuous basis, including undertaking and participating in staff development and training as appropriate
- Comply with and follow Morthyng's policies and procedures in force and with terms and conditions of employment within the signed contract of employment
- Undertake ad hoc duties as may be required by senior management commensurate with the grade of the position held

PERSON SPECIFICATION

Student Support Officer	Method and Stage of Assessment	Weighting
	Short listing	S Low 1
	Application Form	AF Medium 2
	Interview	I High 3
	Certificates	C
	Reference	R
SKILLS AND ABILITIES		
Essential		
Demonstrated ability of supporting disaffected learners	S; I; AF; R	1
Ability to plan and review career options, work placements and educational opportunities	S; I; AF; R	2
Working with a wide range of partner agencies providing opportunities for young people	S; I; AF; R	2
Ability to manage a caseload of learners	S; I; AF; R	1
Ability to carry out tutorials individually or with groups of young people	S; I; AF; R	1
Computer literate	S; I; AF; R	3
Organisational and planning skills	S; I; AF; R	3
Desirable		
Experience of monitoring sub contracted provision	S; I; AF; R	1
EXPERIENCE AND KNOWLEDGE		
Essential		
Experience of working with young people aged 16 – 19	S; I; AF; R	1
Experience of mentoring, coaching and advising young people	S; I; AF; R	1
Experience of sourcing, and pre-vetting work placements	S; I; AF; R	1
Desirable		
Experience of recording distance travelled, progressions, achievements and success	S; I; AF; R	1
QUALIFICATION SPECIFICATION		
Essential		
Demonstrable and proven track record of professional development	S; I; AF; C	2
Desirable		
IAG Level 2, 3, 4 or counselling qualification	S; I; AF; C	1
IOSH or NEBOSH	S; I; AF; C	1
Level 3 or above qualification	S; I; AF; C	1
Level 2 literacy and numeracy	S; I; AF; C	1
Degree	S; I; AF; C	1

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PERSONAL ATTRIBUTES		
Essential		
Creativity, enthusiasm and interest in progression of young people	S; I; AF; R	3
Flexibility, adaptability and a willingness to embrace change	S; I; AF; R	3
Keen to develop independent learning	S; I; AF	2
Able to work as part of a team	S; I; AF; R	3
Prepared to work under own initiative and to deadlines	S; I; AF; R	3
High level of written and oral communication skills	S; I; AF; R	3
Conscientious, honest and reliable	I; R	3
Desirable		
Cheerful disposition	I; R	3
Driving licence	S; I; AF	2
No serious health problems that are likely to impact upon job performance; (that is, one that cannot be accommodated by reasonable adjustments)	S; AF; R	1
Good sickness and attendance record in current/ previous employment; not including absences resulting from disability	AF; R	1

NB

If the applicant is short listed, any relevant issues arising from references will be addressed at interview. If, at the time of the interview, references are not available, due to late receipt or not obtained in accordance with the applicant's request, any issues relating to references will be raised with the applicant at a later date as appropriate; but prior to appointment.

Original certificates must be available for verification at the interview stage.