



POST:	Head of Student Services
SALARY:	£45,192 - £47,823 per annum including London Weighting
RESPONSIBLE TO:	Vice Principal Curriculum and Learner Services
RESPONSIBLE FOR:	The Personal Tutor Team and the Information, Advice & Guidance Manager, and the Student Liaison Officer
DBS:	Cleared at enhanced level

JOB PURPOSE

The primary functions will be:

- To lead the Personal Tutor team and the administrative support staff working with the team.
- To advise and support Personal Tutors on taking and reporting appropriate action and work with the curriculum managers within the College to develop and monitor support strategies.
- To lead on the further development and implementation of Student Monitoring Procedures.
- With support from the IAG Manager, to optimise all aspects of the progression of students (both 16-18 and 19+) from first application, through interview, induction, on course experience to choices after their college programme (including Higher Education and employment)
- To oversee the careers function and a dedicated cross college interviewing team to provide consistency and to ensure effective and efficient admission to courses and onward progression.
- To work closely with Curriculum Managers and support services across the College to ensure that the tutorial delivery model is supporting and enhancing the work of curriculum areas resulting in improved student outcomes and that support needs of students are identified and met.
- To work with other managers to review, evaluate and develop the process from application to admission, striving at all times for improvement and development.
- To oversee the following support services for students: Safeguarding, counselling, financial and welfare services, Bursary and attendance, student policies and enrichment.
- To take a lead on ensuring that monitoring attendance and punctuality is taking place and that students understand how they are progressing in relation to their targets.
- To ensure effective communication through managing and leading regular meetings of the teams and regular one to one meetings.
- To lead the UCAS process within the College through: liaison with curriculum teams and Careers advisers; training and supervision of personal tutors; and checking and processing a number of applications in order to ensure a timely and efficient service for students.

- To organise and co-ordinate the team's contribution to Open Evenings/Events, Parents' Evenings, student interviews, induction schedules, handbooks, marketing materials, study skills, work experience, where appropriate.
- To link with external agencies e.g. CAMHS, Social Services, Police, as appropriate.
- To be the lead for the Safeguarding team, ensuring issues are dealt with in line with the College's legal requirements, taking a decision making role with regard to referrals to external agencies (e.g. Social Services, Police), offering staff training, advising staff on individual cases, mentoring Safeguarding team members and maintaining links with the LSCB (Local Safeguarding Children Board).
- To work closely with other managers to ensure that the student voice is used effectively to inform and support the student experience.

S/he will be a role model personifying the management values and capabilities as adopted by the College (enclosed), ensuring high standards and securing continuous improvement.

The role requires strong leadership and management skills to ensure that all staff within the Department are effectively supported, directed and performance managed so that students can achieve their full potential.

Self-evaluation and the ability to develop and maintain a performance management culture is vital to this role together with the ability to propose and actively participate in initiatives that support the College's drive for excellence.

The successful post holder will be expected to:

- Optimise the quality of all aspects of the teams s/he leads
- Work as part of the College's management team promoting consistency, sharing good practice, contributing to the development and implementation of College strategy and supporting the strategic direction of the institution
- Demonstrate a commitment to corporate management
- Demonstrate a commitment to a consultative and collaborative management style within a performance management framework, which reflects the values and ethos of the College.

MAIN DUTIES AND RESPONSIBILITIES

The person appointed shall:

- Support the Principalship in the strategic management of the College. Link team priorities and objectives to the priorities and objectives of the College and produce annual plan. Lead cross college committees as appropriate.
- Hold to account all parts of the team with regard to their targets and objectives.
- Ensure effective communication so that all staff understand College and team targets and priorities and encourage staff ideas and initiatives.
- Provide leadership to ensure the best possible service to users, to maximise student retention and success within the College, and to meet the needs and aspirations of current and future students.
- Carry out full and timely reviews of line-managed staff and ensure that all other members of the team are also regularly appraised within a performance management framework.

- Use performance management to motivate, monitor and support staff ensuring they are able to meet their own targets and objectives along with fostering effective team working and individual initiative.
- Take a lead role for the team in the College self-assessment process and the use of agreed key performance indicators for teams.
- Build and maintain a culture of continuous improvement through the use of rigorous self-assessment processes, helping to develop a collegiate approach to quality improvement and the standards expected of both staff and students.
- Ensure all aspects of the work of the area conform to the requirements of the College Quality Improvement procedures, including the College Risk Management and Performance Review processes.
- Take responsibility for resource management and financial planning, budget allocation and expenditure monitoring, ensuring compliance with the College financial regulations. Minimise expenditure and maximise income wherever possible.
- Present reports at meetings of the Governing Body in order to advise and assist the Governing Body in exercising its functions.

In carrying out the above the post holder will:

- Ensure that Every Child Matters, safeguarding, equality and diversity and enrichment opportunities are embedded into the curriculum and student personalised learning plans.
- Support the College aims by overseeing the training and professional development programme for all staff within the Department.
- Uphold the highest possible standards of student behaviour and application.
- Ensure team compliance with all College policies, regulations and procedures.
- Retain a direct involvement with the core-business through teaching, pastoral support, lesson observation (or equivalent project work).
- Make effective use of IT and the College's Management Information Systems.
- Accept full responsibility for the implementation and monitoring of strategies and policies adopted by the College Management Team.
- Liaise with curriculum, support service and cross-College managers, and share successful practice and ideas.
- Maintain and develop positive relations with schools, employers and other outside bodies, as appropriate, representing the College, when required, at external events.
- Serve, on a rota basis, as Day Duty officer.

GENERAL DUTIES

- To participate fully in appraisal according to the College requirements and undertake training and development likely to improve personal knowledge and skills as required.
- To keep up-to-date with Quality Improvement initiatives and to be aware of, and meet, service standards.

- To propose any ideas that may help to promote and extend the College's reputation and efficient running of the College.
- To undertake all duties and responsibilities in accordance with College policies inclusive of Equality and Diversity, Data Protection, Child and Vulnerable Adult Protection, Quality and financial regulations. To report any concerns to the appropriate person.
- To use appropriate management information to recognise and support diversity in the staff workforce and in the student cohort.
- To work safely, consider the safety of others and work within the guidelines stated in the College Health and Safety Policy.
- To be available to assist in enrolment procedures. This may require additional hours including evenings and weekends, for example during the Autumn Term.
- To work flexibly. This will include occasional evenings and weekends, e.g. for parents' evenings and open days.
- To undertake any other duties commensurate with your level of responsibility as may be required by the College Leadership Team.

CONDITIONS OF SERVICE

Annual leave entitlement is 35 days, plus 3 days for planned efficiency closures and the bank/public holidays that are normally observed in England and Wales.

Other than by exceptional arrangement, holiday entitlement is expected to be taken other than during the College term time.

The post holder will normally be expected to work on all of the working days from the Thursday that A level examination results are published to the Friday of the following week (inclusive).

Other conditions of service are governed by local agreements and policies and procedures established by the College which may be changed from time to time following consultation with the recognised trade unions.

The duties of the post do not include any timetabled teaching.

This job description/candidate specification is subject to periodic review.

PERSON SPECIFICATION

The post holder will fulfil the requirements set out below.

Those to be used as criteria for selection in an appointment process shall be identified with reference to how they are expected to be assessed.

Knowledge	Assessed
1. Good understanding of the frameworks, regulations and requirements of the sector and how these relate to the role	I
2. Good understanding of key developments relating to the area of responsibility	AF/I/PE
3. Awareness of the funding methodology and the national priorities for young people and adults	I
Abilities/Skills/Experience	
4. Demonstrable professionalism, credibility and authority in managing relationships with a determination and resolve to achieve targeted outcomes using a performance management approach	AF/I
5. Experience of management, demonstrating a drive for results and continuous improvement ethos and the ability to manage resources and budgets effectively	I
6. Ability to prioritise objectives and plan work within a complex educational environment and manage an area in delivering high quality performance, including the ability to delegate effectively.	AF/I/PE
7. Experience in managing and building successful teams	AF/I
8. Proven ability to analyse and interpret complex situations, identify/recommend constructive solutions and implement them effectively	I/PE
9. Experience of managing change, engaging others positively in the process with a focus on impact and successful outcomes for students	AF/I/PE
10. Excellent interpersonal, communication and presentation skills and demonstrable ability to influence others	I/PE
11. Highly developed ability to produce and work with management information and use a range of software packages	I
12. Demonstrable commitment to Equality and Diversity, Safeguarding, Health & Safety, Every Child Matters	I
Qualifications and further professional development	
13. Degree level or equivalent vocational qualification	AF
14. Evidence of recently undertaken professional development and subsequent practical application and impact.	AF

AF – Application Form

I – Interview

PE – Practical Exercise

All College Managers are expected to exhibit these management capabilities as follows:

Knowledge (a RuTC manager should know:)

- Frameworks, regulations and requirements of the sector and how these relate to their role
- College information systems and how to utilise data
- College/section Strategic Objectives
- College/section strategic plans and how to implement them
- College ethos, mission and values statement
- College policies, procedures and practices
- Equality and Diversity and inclusion policies and codes of practice
- Funding and financial management within sustainability framework
- Strengths and areas for development of the team they manage
- Performance management procedures
- Quality assurance, self assessment procedures and development planning

Skills (a RuTC manager should be able to:)

- Manage their development plan to identify and address any gaps in their knowledge
- Analyse complex situations to formulate actions
- Set clear objectives and targets
- Develop clear action plans and monitor progress
- Effectively communicate and uphold the agreed values
- Ensure compliance with policies and procedures within their team
- Ensure commitment to equality of opportunity
- Present costed plans and proposals within limits of resources
- Manage people effectively and consistently
- Provide support and give feedback
- Implement and monitor and evaluate quality assurance

Behaviours (a RuTC manager should:)

- Prioritise objectives, plan work and lead by example in delivering high quality performance
- Seek to overcome barriers and solve problems
- Contribute to College objectives
- Set demanding, achievable targets and provide feedback and encouragement
- Be a professional role model and expect professionalism from team members
- Demonstrate compliance with policies and procedures
- Demonstrate integrity, inclusivity and respect for diversity
- Comply with financial policies and procedures
- Demonstrate clear leadership fairly and equitably
- Carry out regular appraisals
- Constantly seek to improve performance and achieve success