



Job Description

Student Engagement Coach

Title of Post:	Student Engagement Coach – full time or part time posts, term time only
Section:	Culture and Engagement
Grade:	Scale 6/SO1
Hours:	36 or 18 hours per week, 39 weeks per year to cover term times
Reporting to:	Director of Culture & Engagement
Base:	1 post mainly based Uxbridge; 1 post mainly based at Richmond

Summary of the role

This is a new position in the recently formed Culture & Student Experience Team. You will join a dynamic, passionate and supportive work environment, working with a range of people who are all dedicated to the support and success of our students and staff. In this role, you will be the first point of contact for students at HRUC providing a vital service which will heavily influence the level of engagement of our students.

The focus of this role is on positive reinforcement. The role is varied, and no day will look the same; involving assisting students in their day to day activities, supporting them in their studies and helping them achieve their aspirations, through coaching conversations – supportive and challenging, helping them to see things from a different perspective.

Your role is to help find out what motivates the young person and then support them in achieving it. You will also be identifying any barriers getting in their way and help them overcome these. You'll need to be flexible and agile and help them to get where they are aiming for; either doing this yourself or working with (both internal and external) professionals to achieve the desired outcomes. This could be helping them to create CVs, find jobs and work experience as well as teaching them how to network all the way through to supporting them with friendship problems or additional support for their course. You will also be hosting activities which will enable you to get to know the students better and keep them engaged.

You will work within a team of Culture & Student Experience coaches; a team which is responsible for the day-to-day interaction with our students.

HRUC aspires to develop its provision of student experience and culture and become a leading voice in student engagement and a college of choice for students.

Duties of the post – the role will involve:

- Supporting the promotion of positive behaviour within the campus, creating space for students to increase their self awareness and creating a culture of psychological safety.

- Ensuring a high-quality student coaching service is provided at all times which makes a significant contribution to the creation of a community where everyone becomes more responsible.
- Identify and support students who are not engaging or succeeding with their studies
- Use a variety of communication tools (from coaching, mentoring, drawing, mapping, sports etc.) to build rapport and support the student.
- Providing coaching and mentoring to students (this will take many different forms depending on the students and/or circumstance); from 1:1s, group sessions, supporting the student inside and outside of the classroom, providing extra-curricular activities (mindfulness, sports, debating etc.)
- Communicating with all areas of the community; this could include relevant external agencies, charities, key community figures and former students.
- Ensuring the communication of timely and relevant information that impacts our young people, ensuring it is passed on to the relevant party with sensitivity and speed.
- Develop and maintain links with external stakeholder groups that link to the promotion of positive behaviour and environments, both within and outside the college. This may include local residents, transport groups and other relevant parties.
- Communicating and working closely with every area of the College; Security, Attendance Coordinators, teaching staff, careers, leadership, student services and learning support services as well as relevant external agencies, to ensure that students receive high quality, timely, accurate and appropriate support.
- Offer support, advice and guidance to individual students, liaising effectively with curriculum, counselling, health and safety, financial support and inclusive learning teams to maximise positive behaviour and outcomes.
- Liaise with external agencies such as the police and youth offending teams to identify and support students whose behaviour raises a concern and/or where they may be known to them.
- Supporting the promotion of positive behaviour within the campus.
- Maintaining frequent physical presence in the communal areas of the College where students gather socially, observing behaviours and identifying where interventions would be beneficial.
- Welcoming students and staff as first point of contact, setting them up for a positive day and building rapport and recognition.
- Working with students to empower them to manage and monitor their own behaviour in and around College.
- To encourage and appropriately recognise students in demonstrating the College's Values and developing and maintaining good practice in regards to punctuality, behaviour and independent study.
- Support the College's enrichment strategy by designing and delivering enrichment sessions that support students' personal development, behaviour and attitudes.
- Liaise with parents, carers and external agencies, where appropriate, establishing effective working relationships and providing timely and accurate information.
- Escalate relevant issues to your line manager and provide you assessment of the situation and what is needed to help the student involved.

- Liaise with students and staff to establish what is going well, what needs to be improved and how we can improve it.
- Review student feedback collected informally or via student surveys on a regular basis and form an action plan to address student concerns or complaints.
- Utilise College IT systems effectively, ensuring data is captured in a timely and sensitive manner
- Providing daily summaries, reports and evaluations reflecting on what went well and what didn't go well.

Other duties

- To provide a secure, safe and friendly learning environment that prioritises belonging and being human.
- To comply with the College's Equality and Diversity policy and contribute to the development and implementation of a College-wide strategy for student equality and diversity.
- To complete the documents necessary to comply with College Human Resources policies e.g. self certification forms, annual appraisal forms and ensure all staff attendance records are completed weekly.
- Participate in and contribute to training activities and keep knowledge and skills up-to-date through appropriate staff development courses.
- To assist in promotional functions organised by the College, including open days.
- To actively promote and uphold the College Code of Conduct and ensure all students abide by this code.
- To encompass and promote the College vision, mission, purpose and objectives in all aspects of the Student Support Service.
- To carry out other duties as may reasonably be required.

Safeguarding Children and Vulnerable adults

- Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.
- Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

Further Education is an every changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.

Person Specification

Student Engagement Coach

	Essential	Desirable	Assessed by*
Qualifications			
Coaching skills qualification (or similar) accredited by a recognised national body or willingness to work towards such a qualification	✓		AF
Skills and Experience			
Experience of working with and supporting young people	✓		AF/IV
Ability to identify potential barriers that prevent young people engaging/developing self-awareness and able to develop effective strategies to overcome these	✓		AF/IV
Ability to establish rapport and work with young people who may be vulnerable / disadvantaged with understanding and patience	✓		AF/IV
The ability to motivate, inspire and appropriately challenge young people to achieve/make positive change	✓		AF/IV
Ability to engage with young people on 1:1 basis and in groups	✓		AF/IV
Ability to hold conversations in which you employ open questions and clear reflections with young people, with the intention of increasing self-awareness and perspective	✓		AF/IV
Ability to 'think outside of the box' in connecting with individuals, solving problems and offering solutions	✓		AF/IV
Student-centred approach with an ability to understand young people's aspirations and challenges	✓		AF/IV
Ability to treat people with respect and empathise with difficulties in non-judgemental and patient way	✓		AF/IV
Ability to deal with problems and incidents calmly and constructively	✓		AF/IV
Understanding of, and commitment to, Equality and Diversity and Safeguarding/Prevent	✓		AF/IV
Ability to design sessions and deliver these to groups of learners	✓		AF/IV
Ability to engage, motivate and manage groups of young people	✓		AF/IV
Good organisational skills and ability to prioritise workload effectively	✓		AF/IV
Good IT skills (Microsoft Office)	✓		AF/IV
Ability to write reports, reviews and evaluations on a timely basis	✓		AF/IV
The ability to work effectively as part of a team	✓		AF/IV
The ability to build effective working relationships with a wide range of internal and external stakeholders	✓		AF/IV
Excellent customer service skills	✓		AF/IV
Excellent communication and inter-personal skills	✓		AF/IV
Personal Attributes			
Ability to listen actively	✓		AF/IV
Non-judgemental approach	✓		AF/IV
Positive approach	✓		AF/IV
Sensitivity and understanding	✓		AF/IV
Ability to understand people's reactions	✓		AF/IV
Integrity and honesty	✓		AF/IV
High degree of motivation and drive	✓		AF/IV

*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

Cert = Certificates checked at interview and on induction