

<b>POST</b>	Student Liaison Manager
<b>DEPARTMENT</b>	Student Services
<b>SALARY</b>	£31,743-£36,663 (including London Weighting) SO2 – PO2
<b>HOURS</b>	36 hours per week
<b>RESPONSIBLE TO</b>	Director of Student Services

#### THE DEPARTMENT

The Student Services department works in collaboration with College stakeholders to safeguard and promote the personal development of students, preparing them for life and employment in modern Britain. The department also works to ensure that students are well supported during their course, through providing access to services, information, advice and guidance that address potential barriers to achievement, enabling equality of opportunity in education. Support is aimed at helping students to manage their behaviour, stay focused and achieve the best possible outcomes on their study programme.

#### JOB PURPOSE

The Student Liaison Manager will work with the Director of Student Experience, and other managers as required, in promoting and maintaining a safe, disciplined and positive College environment that gives students the greatest possible opportunity to achieve positive outcomes. The post plays a leading role in the safeguarding of students, working with external agencies, staff and security to identify potential issues related to behaviour and wellbeing and to develop and implement appropriate strategies to manage them. The post will take a lead role in ensuring the Prevent duty is met and disciplinary procedures are implemented and upheld.

The successful post holder will be expected to:

- Act as one of the Designated Safeguarding Leads with key responsibilities being Prevent, Serious Violence and Gang Involvement, Child Criminal Exploitation, youth offending, honour based abuse and forced marriage.
- Liaise with the external security services in relation to maintaining the safety and security of students, staff and visitors, identifying potential issues and raising awareness with other college members so a calm, orderly environment is maintained.
- Liaise with external agencies such as the police to identify and support students who may be known to them.
- The development and maintenance of links with external stakeholders which include the Local Residents, LBRUT Community Safety Partnership, local Transport Providers, Borough Youth Services, and other partners as part of the Richmond upon Thames College Campus.
- The co-ordination of the key processes necessary to support student behaviour and disciplinary procedures.
- Line manage Student Liaison Assistant.

## MAIN DUTIES AND RESPONSIBILITIES

**These duties are not exhaustive or exclusive. The duties may be varied provided that any other duties are appropriate to the grading level of the post.**

The person appointed will be working within the Student Services team and their main duties and responsibilities will include:

1. Act as a Designated Safeguarding Lead, liaising with internal and external staff to promote positive outcomes for students. This may include supporting joint working interventions aimed at ensuring student safety.
2. 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.
3. 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.
4. Supporting the promotion of positive behaviour within the campus, advising and reporting concerns.
5. Liaise with the external security team, managing the way they work with RuTC students and ensuring that student behaviour is reported, controlled and directed in a non-threatening and supportive manner.
6. Support the Duty Officers in effectively carrying out their role in the maintenance of positive student behaviour by providing advice, guidance and support as required.
7. 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.
8. Advise and support College Managers and the Senior Leadership Team in matters of student discipline, preparing clear documentation for any disciplinary meeting called, in line with the College's student disciplinary procedures.
9. The investigation of reported incidents, gathering evidence, witness statements and other data including the use of the CCTV system and the student portal for student disciplinary issues.
10. Uphold the highest possible standards of student behaviour, organising and chairing where necessary, disciplinary panels.
11. To lead and line manage Student Liaison Assistant, supporting them to develop and excel in their role, ensuring the provision of effective advice, guidance, welfare, mental health and wellbeing support to students, through comprehensive assessment of the students at the point of application and referral and co-ordination of the response.
12. Provide Director of Student Experience with appropriate reports including Prevent referrals, disciplinary outcomes and incidents of bullying to identify any patterns of behaviour or equality and diversity issues.
13. To provide support to Duty Officers in their roles, ensuring that written guidance and procedures are updated and issued on a regular basis. The development and on-going delivery of Duty Officer Training.
14. To be available on a standby/call out basis in the event of a serious actual or potential incident.
15. To undertake the above duties in such a way as to demonstrate the values of the college and to protect and enhance the reputation and public profile of Richmond upon Thames College.

16. Support the Director of Student Experience in the self-assessment process for the team. Support a culture of continuous improvement through contributing to the use of rigorous self-assessment processes.
17. Implement strategies to maintain a safe working environment, adopting procedures and practices to ensure safe working conditions and ensuring students and staff comply with any relevant safety standards, reporting potential hazards to the appropriate member of staff
18. Liaise with parents, carers and external agencies, where appropriate, establishing effective working relationships and providing timely and accurate information.
19. Make effective use of the IT and College's Management information systems.
20. Ensure compliance with all College policies, regulations and procedures and contribute where applicable to the reviewing and updating of them.
21. Contribute to Open Evenings/Events, Parents' Evenings, student interviews, induction schedules, where appropriate.

#### 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 for the department.
- 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 Equal Opportunities, 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 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 evenings, open days, parents' evenings and possibly weekends. Where this requires working outside normal working hours (e.g. evening/weekend working) time off in lieu arrangements will apply.
- To undertake any other duties commensurate with your level of responsibility as may be required by the College Leadership Team.

#### EXPECTATIONS FOR ALL STAFF

All members of staff at the College are expected to be:

- **Responsive & Adaptive**  
Responsive to change, creating new opportunities for meeting new challenges
- **Creative, imaginative and entrepreneurial**  
Innovators and commercially aware
- **Collaborative**  
Promote 'team-ship' through collaboration and taking pride in their work and the College
- **Passionate professionals**

Role models committed to continually improving themselves and ultimately the experience and success of our students

➤ **Accountable**

Understand the impact of (and take responsibility for) their actions upon College stakeholders

All members of management are expected to exhibit these management capabilities at a strategic level 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

## PERSON SPECIFICATION

This person specification will be used in short-listing and in interviewing for selecting the best candidate. Each applicant is, therefore, advised to address each aspect of the person specification in his / her written application.

The methods by which each of the selection criteria are expected to be assessed are identified in the table.

AF = Application Form I = Interview

	Desirable	Essential	Assessed by
<b>Qualifications and further professional development</b>			
1. Level 3 or above qualification in a relevant subject for example a Diploma in Security Management, Risk Management, Police Promotion Examinations or equivalent.		✓	AF
2. Willingness to take part in all relevant training and evidence of recent relevant Continued Professional Development and its impact.		✓	AF
3. Hold Level 2 Maths and English qualification.		✓	AF
<b>Abilities/Skills/Experience</b>			
4. Substantial experience of working with the 14-19 age group in an educational or relevant setting.		✓	I
5. Have excellent organisational skills and communication skills to be able develop positive and supportive relationships with a wide range of people, including students, parents, teachers, external agencies and wider community.		✓	AF/I
6. Demonstrate the ability to respond appropriately to the needs of a wide range of stakeholders, with the tact, sensitivity and confidentiality needed to deal effectively with difficult issues and situations.		✓	AF/I
7. Have experience of carrying out investigations and presenting casework and ability to use sound judgement, analysis skills and clear presentation methods, when carrying out and presenting investigation work.		✓	AF/I
8. Be able to demonstrate good leadership qualities and excellent team-working skills, including the ability to motivate staff, encourage participation and co-operation to achieve individual and team goals.		✓	AF/I
9. Initiative and ability to prioritise own workload to respond to the challenge of tight deadlines and varying demands.		✓	I
10. Have previous experience in the police, military or other law enforcement agency.	✓		I

11. Have the experience, tact and sensitivity to deal with student and staff related issues in a cautionary, disciplinary or grievance context.	✓		AF/I
12. Knowledge and experience of using ICT packages and systems such as Microsoft and Pro-suite		✓	I
13. The ability to interpret data using management information systems, draw conclusions and write reports	✓		AF/I
14. An understanding of and empathy with the challenges of working with students from diverse backgrounds		✓	I
15. Well-developed communication and listening skills both written and oral, evidencing a good standard of literacy and numeracy.		✓	AF
16. Be prepared to undertake any required training.		✓	I
<b>Knowledge</b>			
17. Be able to demonstrate knowledge of and commitment to Equality and Diversity, Safeguarding, Health and Safety and Personal, citizenship and employability skills.		✓	I
18. Knowledge of security law, safeguarding, welfare, all aspects of the Prevent Agenda and national and local priorities for young people and adults.		✓	AF/I

#### ADDITIONAL INFORMATION

The appointment will be subject to suitable references, medical clearance, enhanced disclosure from the Disclosure and Barring Service (DBS), evidence of eligibility to work in the UK and evidence of qualifications.

All of the above checks must have been completed **before** the start of the employment.

Confirmation of appointment is subject to the satisfactory completion of a 6-month probationary period.

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