



Job Description

Job Title	Campus Liaison Officer
Department	Student Services
Reports to	Campus Liaison Coordinator
Grade	Scale 6
Lecturer scale & salary	FTE £27,068.60 - £28,754.62
Contract	Term Time (39 weeks)
Location	Across all campuses

Our Vision & Values

“To develop the skills, confidence and qualifications for local people to lead rich lives and build great careers.”

College Values

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- A** **Ambitious** – We are highly ambitious for our students and staff with a relentless drive for excellence in everything we do.
 - S** **Successful** – We build resilience and determination to achieve great results, celebrating individual and collective success.
 - P** **Professional** – We foster high levels of professional standards, with an emphasis on integrity and accountability.
 - I** **Innovative** – We strive to be at the forefront of innovation for education, skills and employment.
 - R** **Respectful** – We celebrate our inclusive and diverse culture, valuing our students, staff and stakeholders.
 - E** **Engaging** – We are committed to developing partnerships, listening to students, staff and employers to inform our decision making.

Equality of Opportunity

The college has a strong commitment to working towards the implementation of equality of opportunity in both service delivery and employment. The College's mission and strategic objectives directly support this aim. All employees are required to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Safeguarding of Children and Vulnerable Adults

The College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. In addition, they will also state that the College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. All posts in the College are subject to an Enhanced DBS check and barred person's list check.



Job Purpose

Reporting to the Campus Liaison Coordinator the post holder, as a Campus Duty Officer, will support Senior Management and Security in creating a welcoming and safe environment upon entering the college. You will oversee the day to day reporting of any concerns and act as the first point of call to respond and investigate when student behaviour falls below the expected standards.

You will be responsible for ensuring that the college critical incident policy is implemented when necessary and work closely with the college security team and Curriculum Management to share and communicate concerns and interventions agreed to follow up student behaviour in line with the Student Behaviour Policy and code of Conduct.

To uphold and maintain positive student behaviours and attitudes by contributing to the regular reporting on at risk interventions along with upholding the highest standards in pastoral care.

To carry out all associated duties in line with the Student Code of Conduct and Behaviour Policy, Health and safety policy and Safeguarding Policy and ensure tracking and monitoring.

Key Duties and Responsibilities

1. To deliver high quality customer care and service to all visitors, staff and students whilst understanding how to maintain acceptable levels of behaviour in line with college standards and expectations for “at risk” support.
2. To uphold college values and standards in communal areas ensuring any concerns are reported and actioned.
3. To lead on the implementation of the college critical incident policy when appropriate
4. To implement the college student behaviour policy when appropriate and ensure clear communication channels are in place so that appropriate information is shared between key teams like security, safeguarding, reception and senior managers.
5. To support Curriculum Heads during college disciplinary investigations and meeting preparation so that statements are timely and accurate.
6. To attend course team meetings and safeguarding meeting to offer and provide support regarding incidents and share concerns relating to local themes and trends obtained from police or the borough.
7. To actively take part in enrolment, open days, marketing events, parents’ evenings and induction programmes in year.
8. To engage students who are not performing to required standards in line with college procedures for at risk and intervention including formal meetings alongside the appropriate manager.
9. To identify students requiring extra support and refer them to Student Services and/or Additional Learner Support.
10. To liaise with parents/carers, the college welfare team and external agencies as appropriate to provide external care.
11. To liaise and actively support managers, teachers and coordination teams in maintaining, raising and improving attendance in all study programme elements.



12. To be part of the safeguarding team and to liaise with safeguarding managers to support learners and to keep learners safe.

General

- To be aware of the principles of safeguarding children and young people as they apply to the role with the College. Actively promote and implement the College's Safeguarding Policy.
- To be involved in college staff development and training schemes and participate in support procedures.
- To adhere to the College's Single Equality Scheme with respect to staff and students and champion inclusion in all practices along with Environmental Sustainability.
- To comply with and implement the College's Health and Safety policy.
- To undertake any other reasonable duties and responsibilities as may be required in role and functions.

This job description and person specification is current at the date of issue. Changing organisational needs may require the job description to change, within reason, after prior consultation with the post holder.

The work may be carried out in the post described in any of the College's centres.

Person Specification: Curriculum Manager

Qualifications:

- To hold qualifications in English and maths at GCSE grade c/4 or above or a Functional Skills Qualification in English and maths at Level 2
- To hold a coaching/mentoring/youth worker qualification at Level 3 or above (desirable)
- To hold an initial teaching qualification, for example, Award in Education and Training
- IAG qualification at Level 2 (desirable)

Experience & knowledge:

- Relevant and recent experience of working with young people
- Awareness of working in FE sector or similar setting
- Successful experience of engaging young people/adults in challenging circumstances to improve behaviour and attitudes
- Track record of engaging with parents/carers and external agencies
- Demonstrate knowledge and implementation of successful Behaviour for Learning
- Demonstrable knowledge of incorporating Equality and Diversity & British Values, alongside employability skills
- Understanding of Child and Vulnerable Adult protection (Safeguarding Agenda) and the willingness to increase knowledge.
- An understanding of health and safety requirements of a working environment.



Abilities

- Ability to remain calm under pressure and respond to challenging incidents in a mature and professionally manner
- Ability to oversee
- Ability to relate to and motivate students from a variety of backgrounds and ages, and to employ effective and engaging strategies to enable them to succeed
- IT Skills: use of Microsoft packages, interactive white boards, MS Teams, SharePoint, VLE and online tracking & recording
- Good standard of written/verbal communication skills
- Good interpersonal skills working with colleagues, students, parents, internal and external agencies
- Ability to support increased retention and achievement
- Self-starter, well-motivated and enthusiastic with a successful track record in continuous personal development

Other:

- A satisfactory DBS disclosure at Enhanced level.
- Demonstrable commitment to the College's vision and values.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at different sites within Newham College. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.