

Job Description - Learning Support Officer

Summary of main purpose of the role:

A Learning Support Officer supports students in their transition to college, and throughout their journey once enrolled. Effective planning and administrative skills are key to the success of the referral system. This role complements the Specialist Tutor and Learning Support Coordinator to create environments where Students with extra learning needs can make the most of their education.

Job Description:

Core duties and responsibilities	
1.	Motivating students to achieve beyond their potential.
2.	Develop and maintain positive working relationships with external agencies, to maximise student recruitment.
3.	Develop and maintain strong working relationships with students, parents / guardians, staff and other professionals.
4.	Manage all in and out of County Transitions; <ul style="list-style-type: none"> Plan and execute all EHCP reviews for Y9-11 transition students and all internal students, follow up as required, and ensure all paperwork is documented on eTrackr in a timely manner. Work with School Liaison Transition Officer to arrange appropriate visits / tasters for transition students, including those from out of County.
5.	Effective and timely planning of student transport, working with School and Adult Social Care transport departments based on student timetables.
6.	Maximise support offer across the college; <ul style="list-style-type: none"> Carry out face to face assessments for all apprentices and adults, to determine support needs / requirements. Complete the AEB claim and provide any feedback and recommendations to the Learning Support Coordinator.
7.	To assist the college in providing a healthy and safe environment for students with learning support needs.
8.	To record support provided to students and any additional feedback / notes on internal systems, to the appropriate and required quality standards.
9.	Managing student behaviours whilst under college care, including addressing and logging any concerns in accordance with the relevant policy / process.
10.	As the primary contact, manage the process for all exam access arrangements in a timely manner - working closely with the Specialist Tutor.
11.	To provide invigilation / support in exams and practical assessments in accordance with permissions granted by the awarding body.
12.	Carry out personal care / support physical needs for all students as required.
13.	To provide support as required in relation to moving and handling of students, including delivering training to colleagues as required.
14.	A basic knowledge of first aid.

15.	Taking part in any relevant training required whilst in post.
NCG Duties and responsibilities	
16.	Satisfactory DBS clearance relevant to role.
17.	Commitment to safeguarding and promoting the welfare of all students.
18.	Compliance with NCG values and behaviors.
19.	Any other duties that would fall reasonably within the remit of the role.

Person specification:

Qualifications		Essential	Desirable	Method of assessment
1.	5 GCSEs at grades 9 to 4 (A* to C), or equivalent, including English and Maths.	Essential		Application form
2.	Level 3 Certificate in Supporting Teaching and Learning in Schools.	Essential		Application form
3.	Previous learning support experience with children or young people.	Essential		Application form / Interview
4.	Previous experience supporting children with SEND / ALN.	Essential		Application form / Interview
5.	Experience of successfully using IT packages in day-to-day activities such as, word, excel and PowerPoint.	Essential		Interview
6.	You must pass an enhanced background (DBS) check for Children and Vulnerable Adults.	Essential		Interview
7.	Other qualifications / training which would enhance the candidate's ability to provide in class learning support. <i>For example, related learning difficulties such as ADHD, autism, mental health etc.</i>		Desirable	Application form
8.	A relevant degree.		Desirable	Application form
9.	Knowledge of funding streams with Further Education.		Desirable	Interview
Job related skills and knowledge				
10.	Experience in the care of adults and or young people with learning difficulties and or disabilities.	Essential		Interview
11.	A sound understanding of how students develop socially and emotionally.	Essential		Interview
12.	The ability to demonstrate active listening skills and have strong verbal communication skills.	Essential		Interview
13.	A dedication to establishing positive relationships with students and understanding their needs.	Essential		Interview

14.	The ability to provide varying levels of individual attention, reassurance, and support with learning tasks, as appropriate to each students needs.	Essential		Interview
15.	A willingness to adapt to a wide range of duties within changing circumstances.	Essential		Interview
16.	The ability to handle complex and sensitive issues with empathy and understanding.	Essential		Interview
17.	The ability to demonstrate a commitment to equal opportunities.	Essential		Interview
18.	A strong desire to inspire and a passion for supporting and nurturing students.	Essential		Interview
19.	The ability to work effectively and supportively as a member of a team.	Essential		Interview
20.	Knowledge of best practice in safeguarding young people and vulnerable adults.	Essential		Interview
Personal Attributes				
21.	Reliability / Trust / Professionalism: Ability to carry out the role with professional integrity in line with NCG Values.	Essential		Interview
22.	Customer Service / Building Relationships: Ability to build and maintain good working relationships with students, parents, carers, and colleagues, ensuring excellent customer service.	Essential		Interview
23.	Flexibility: Ability to work flexibly to perform the required duties of the role and adapt to a frequently changing environment - for example, to support students with different support needs, or in line with college promotional event requirements.	Essential		Interview
24.	Communication: Ability to communicate clearly and effectively at all levels, both verbally and in writing.	Essential		Interview
25.	Working individually or as a team: Ability to work independently and as part of a team under minimal supervision.	Essential		Interview
26.	Problem Solving: Ability to use initiative and solve problems when required.	Essential		Interview