



DIRECTOR
of Student Experience
Job Description

DIRECTOR OF STUDENT EXPERIENCE

Salary:
£48,894

Responsible for:

- / Student Support Coordinator
- / Careers Centre Coordinator
- / SEND Coordinator
- / Health and Well-being Coordinator

Main duties:

- / To provide proactive and responsive leadership and management of the Student Services Department and meet the targets set for the service through the College's business planning process.
- / To act as the College "Designated Safeguarding Lead" and ensure that all correct safeguarding procedures and systems are in place and regularly monitored.
- / To promote and ensure the safeguarding and wellbeing of all students, removing barriers to learning and progression.
- / To ensure robust careers education, information and guidance is offered to all students from the point of application through to final destination.
- / To ensure that the student 'journey' is the best that it can be and leads to positive and rewarding futures for all.
- / To provide additional learning support for SEND students, to ensure they are successful in relation to their outcomes.



JOB PURPOSE:

- / To be responsible for the planning, organisation and delivery of a range of student experiences across all campuses.
- / To act as the College DSL, promote and ensure the safeguarding and wellbeing of all students, removing barriers to learning and progression.
- / To oversee the work of the Careers Lead and ensure robust careers education, information and guidance is offered to all students from the point of application through to final destination.
- / To ensure that the student 'journey' is the best that it can be and leads to positive and rewarding futures for all.
- / Specifically, the management and development of:
 - / Additional Learning Support (SEND)
 - / Health and Wellbeing
 - / The Careers Centre
 - / Tutorial provision
 - / Financial support and guidance
 - / Attendance and behaviour management
 - / Student Engagement and voice
 - / The student success coach team

MAIN DUTIES AND RESPONSIBILITIES:

- / To provide proactive and responsive leadership and management of the Student Services functions and meet the targets set for the service through the College's business planning process.
- / To be responsible for the operational management, development and quality of Student Services, which will include the following duties:
 - / Lead the Careers Centre Team in providing robust careers information, advice and guidance in line with the Careers Strategy and Gatsby benchmarks.
 - / Lead the Student Support Department, which includes the financial, attendance, student engagement behaviour and student voice functions.
 - / Lead the work of the team responsible for

supporting students with EHCP and SEND, to ensure services are inclusive and support needs are met.

- / Lead the work of the Health and well-beings service in the College to ensure the well-being of all Fareham College students remains a priority.
- / Work in partnership with a range of external agencies to provide support for students.
- / Provide leadership, guidance and support for teaching staff on student support and safeguarding matters.
- / Support and coordinate the widening participation agenda and ensure progression to Higher Education process, including UCAS Applications.
- / Manage and review the formal student procedures, e.g. behaviour management and fitness to study and develop policies in accordance with Government advice, guidance and legislation.
- / Lead on the 'at risk' and intervention processes in the College, identifying students 'at risk'; and ensuring all interventions are fit for purpose and effective in ensuring the student is safe and successful.
- / Lead the Colleges processes around capturing student's destinations to further inform curriculum design and intent.
- / Analyse and report on relevant information to appropriate College managers and committees.
- / Work closely with the Deputy Principal Curriculum, Quality and Innovation to promote safeguarding, inclusivity and widening participation to ensure that the College meets its key responsibilities in relation to;
 - / Equality of Opportunity.
 - / Equality, Diversity and Inclusion – taking into account the responsibilities of the organisation to the Equality Duty and Equality objectives.
 - / Health and Safety.
- / Work in conjunction with the Head of Teaching, Learning and Quality to oversee the initial student induction programme.

- / Work in conjunction with the Head of Teaching, Learning and Quality to develop a well-planned tutorial framework, to enable students to develop personal, social and employability skills.
- / To be responsible for the leadership and coordination of all College liaison activities in relation to parents and guardians.
- / To participate fully in all Cross-College processes and to serve on appropriate College Committees and Working Parties.
- / To actively support the College's Core Values, all College policies and to adhere to the College Health and Safety Policy and Statement of Equal Opportunities.
- / To lead on and address the quality assurance elements of the area, including leading on external assurance activity, e.g. Matrix.
- / To undertake an agreed programme of professional development each year which will enhance the skills required to perform the role and responsibilities.
- / To undertake a pivotal role in the College Leadership Team, participating fully in related work and supporting the College management ethos.

GENERAL:

- / To adhere to Health, Safety and Welfare policies and Equality and Diversity strategies, and to comply with all relevant legislation.
- / To undertake such other duties as may reasonably be required commensurate with the level of seniority, as determined by the Principal and Chief Executive.
- / To be an associate member of the Senior Leadership team to consult with, advise and recommend on all matters relating to safeguarding and student-wellbeing.
- / The post holder will be expected to participate in staff appraisal activities both as appraisee and appraiser, as required by College Policy.
- / Participating in the Duty Manager rota as and when required.

SAFEGUARDING AND PROMOTING WELFARE OF CHILDREN

All work in the College involves some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post. Fareham College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post holder must be aware of the College's policies, which safeguard and promote the welfare of children, and adhere to their guidelines.

CONDITIONS OF SERVICE

The Conditions of Service, which apply to this Post and other detailed information, is available from the Human Resources Department.

This job description is not exhaustive but outlines the main features of the post. It may vary as the post evolves without affecting the nature of the duties and the responsibility level. In consultation with you, it is liable to variation.

QUALIFICATIONS:

CRITERIA	ESSENTIAL/DESIRABLE	HOW ASSESSED
Degree or equivalent management qualification, e.g. Level 5 Qualification in Leadership & Management	Essential	Application Form & Certificates
Minimum of level 2 English and mathematics	Essential	Application Form & Certificates
Qualification in IAG	Desirable	Application Form & Certificates

EXPERIENCE & KNOWLEDGE:

CRITERIA	ESSENTIAL/DESIRABLE	HOW ASSESSED
Significant experience of working within a Student Support environment	Essential	Application Form & Interview
An understanding of the diversity of post-16 education and training provision	Essential	Application Form & Interview
Proven track record of leading safeguarding and child protection	Desirable	Application Form & Interview
Proven track record of recent management experience and enthusiasm for developing new initiatives	Essential	Application Form & Interview
Familiarity with developments in the national careers service and recent government initiatives in careers education.	Essential	Application Form & Interview
An understanding of the SEND code of practice and 0-25 SEND reforms	Essential	Application Form & Interview
An understanding of trauma informed practices	Desirable	Application Form & Interview

SKILLS & COMPETENCIES:

CRITERIA	ESSENTIAL/DESIRABLE	HOW ASSESSED
Proven track record in the management of people and physical resources	Essential	Application Form & Interview
Experience in the management of information and the use of information systems	Essential	Application Form & Interview
Good IT Skills	Essential	Application Form & Interview
The Ability to work as part of team and to develop a cross-college perspective	Essential	Application Form & Interview
Financial awareness and budget management.	Essential	Application Form & Interview
Excellent interpersonal and communication skills	Essential	Application Form & Interview
Excellent at prioritising workload	Essential	Application Form & Interview

PERSONAL QUALITIES:

CRITERIA	ESSENTIAL/DESIRABLE	HOW ASSESSED
Excellent interpersonal skills with the ability to relate to and manage a diverse range of people	Essential	Application Form & Interview

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