

Job Title: Supply Bank - Learner Support Assistant	Normal Place of Work: Specified HCUK site
Role Summary: This placement will provide a high quality and confidential customer-focussed support service to students with additional learner support needs, working closely with the wider student services department to ensure the service meets the needs of students. All additional support will be provided in line with the policies for additional SEND support, and will include support, in and out of class, including some areas of personal assistance. This placement will involve working flexibly, with enthusiasm and been able to support and inspire learners.	

Principal Accountabilities:

1. To support students with additional learning needs to access sites and services, and integrate into their learning environment.
2. To support students with neuro-diverse and complex needs with strategies to enable independent learning and study.
3. To support academic staff with appropriate information, advice and guidance to ensure adherence to the SEND Policies and the role of learner support assistance.
4. To work closely with academic staff and the wider student services department as a team to provide reasonable adjustment for students with additional needs.
5. To assist students who have personal care needs in line with HCUK guidelines.
6. To record daily support records in a timely manner and attend relevant staff meetings with the Team Leader, ADLS Co-ordinator and/or student services manager.
7. To provide relevant information and assist with monitoring and identifying student need where necessary.

Key Relationships

This is a significant post as part of the Student Services Team that represents an integral part of the student experience. The post holder will be expected to develop and maintain good relationships with:

•	Careers Advisor
•	Tutors, Learner Support Advisors
•	Transition and Welfare Team
•	External partners and agencies

Generic Responsibilities

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy and decision making
- To actively promote and act, at all times, in accordance with College policies, e.g. Health and Safety, Equal Opportunities and Safeguarding
- To actively promote and adhere to agreed College values
- To facilitate the achievement of the College's quality objectives including those from external bodies
- To undertake other reasonable duties commensurate with the level

Person Specification – Supply Bank - Learner Support Assistant

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Level 2 IT or equivalent qualification. In particular Word Processing, Word, Excel, etc.	✓		AF
GCSE English & Maths Grade C or equivalent	✓		AF
Level 2 Supported Learning		✓	AF
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Experience of working with students with additional learner support needs		✓	AT
An understanding of the additional learning support needs of students	✓		AF,AT,IV
Accurate record keeping	✓		IV
Accessing and navigating confidently around college ICT systems	✓		AF,AT,IV
Work calmly under pressure and highly organised	✓		IV
Anticipate changes to systems required to constantly improve services	✓		AF,AT,IV
Identifies additional learner needs		✓	AF,AT,IV
Confident, approachable and friendly disposition with strong interpersonal skills	✓		AF,AT,IV
Creates a positive image of the college through the delivery of a high quality customer focussed service.	✓		AT
Organise, deliver and maintain a reliable results-driven customer service		✓	IV
SKILLS AND ABILITIES			
Work effectively both independently and as a member of a team	✓		AF,IV
Meet objectives and deadlines	✓		AF,IV
Work successfully with colleagues at all levels of an organisation to achieve results	✓		AF,IV
Have a proven understanding and commitment to the development and provision of excellent customer service		✓	AF,IV
Receive, store and transmit information (written, electronic, oral), and to understand and convey information which might be sensitive, and/or need careful explanation or interpretation in a timely manner	✓		AF,IV
Work successfully with colleagues at all levels of an organisation to achieve results	✓		AF,IV
Confident, approachable and friendly disposition with strong interpersonal skills	✓		AF,IV
Creates a positive image of the college through the delivery of a high quality customer focussed service	✓		AF,IV
Seeks assistance when unclear or when help required	✓		AF,IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview