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**MOULTON COLLEGE – JOB DESCRIPTION**

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**Job Title:** Higher Education Success Coach

**Department:** HE Curriculum

**Hours:** 37.5 per week. Weekend and evening working may be required when business needs demand.

**Responsible to:** Director of Quality and Higher Education

**Salary / Scale:** Business Support Band 7 -£23,783.00 – £25,952.00 per annum

**Date of Issue:** September, 2023

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1. **Aims and Purpose of the Post**

* 1. To support the College’s Access and Participation Plan in recruitment of widening participation and recruiting those who are identified as hardest to reach.
  2. Provide support for students, lecturers and parents with a focus on academic achievement through targeted coaching and mentoring of students.
  3. To work with Higher Education staff and students to enable high levels of attendance, positive learning experiences, whilst developing a comprehensive and holistic support environment for all colleges HE students, but in particular, those identified as being at risk of non-achievement.

1. **Specific Responsibilities**
   1. To provide marketing of the Higher Education provision to prospective HE students, in particular those who the college identify as being hardest to reach within its Access and Participation Plan.
   2. Consistently engage with HE students across all its awards ensuring a high level of academic engagement and achievement.
   3. Be outgoing, student focused whilst reacting to specific needs of individual and groups of students whilst implementing plans of support and measuring impact.
   4. Work with academics, support staff and HE colleagues in setting up and arranging support and intervention where needs are identified.
   5. Monitor and track metrics such as student Retention, continuation and achievement.

2.5 Maintain digital student record keeping, recording and updating of student engagement, reporting and planning as well as being able to devise, administer and oversee student progress initiatives.

2.6 Attend team meetings such as performance monitoring boards to present student engagement and continuation data.

2.7 To ensure the highest level of customer services at all times.

2.8 To promote and adhere to the College’s Safeguarding Policies and Procedures.

2.9 To promote and adhere to the College’s Health & Safety Policies and Procedures.

2.10 To manage student conduct in accordance with College policies.

2.11 Promote the welfare of young people and vulnerable groups in all aspects of College life and to ensure safeguarding arrangements are adhered to at all times.

2.12 The active promotion of and commitment to best practice in equality, diversity & inclusion.

2.13 Contribute and demonstrate fully and at all times the positive promotion and role modelling of the College core values, generic competencies and professional behaviours expected of all staff employed by Moulton College.

2.14 Undertake any other duties as required by the Principal and as may be reasonably expected commensurate with the post. This may include either the temporary or permanent re-deployment to an equivalent grade of post within the organisation.

This job specification represents the major tasks to be carried out by the post holder and identifies the level of responsibility at which the post holder will be required to work.   In the interests of effective working the major tasks may be reviewed from time to time to reflect the changing needs and circumstances.  Such reviews and any subsequent changes will be carried out in consultation with the post holder.  All members of staff are appointed to the College as a whole and may reasonably be asked to undertake similar or related duties in an operational area or faculty other than that to which they were originally appointed.

Core Benefits;

Local Government Pension Scheme Health Cash Plan (subject to conditions)

33 days holiday (Inc. bank/public holidays) \*\* 10% discount on College courses

On-site Gym Free on-site parking

Subsidised catering Cycle to Work Scheme (subject to conditions)

(\*\* Pro rata for part time)

I confirm my acceptance of the role as outlined above and agree to apply myself fully to the responsibilities of the post.

Signed: …………………………..………………….…… Date: ……………………..

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| **POSITIVELY PROMOTING EQUALITY, DIVERSITY & INCLUSION** |

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| **Person Specification – Higher Education Success Coach** |

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Educated to degree level or equivalent | X |  |
| Minimum of grade C in GCSE Maths and English Language (or equivalent) | X |  |
| Mental Health First Aid or equivalent |  | X |
| Safeguarding Level 2 or equivalent |  | X |
| **Experience & knowledge** |  |  |
| Experience of working within a similar role | X |  |
| To have worked in a student focused role in a Higher Education context | X |  |
| To have devised student support plans | X |  |
| Knowledge of cultural diversity and its impact on learners and institutions |  | X |
| **Ability / Skills** |  |  |
| Commitment to enhancing positive student outcomes through experience and service excellence | X |  |
| Excellent communication skills, works effectively within a team | X |  |
| Good organisational and time management skills | X |  |
| Excellent IT skills with the ability to use the range of Microsoft packages | X |  |
| Ability to provide courteous and high standard of customer service | X |  |
| Demonstrates a ‘can do’ outcome focused attitude and approach | X |  |
| Ability to work flexibly to meet changing needs | X |  |
| A pro-active approach to work and problem solving and the ability to spot and deal with issues as they occur | X |  |
| Ability to keep to deadlines and capable of managing own time effectively and efficiently | X |  |
| **Personal Attributes** |  |  |
| Ability to work on own initiative | X |  |
| Willingness to learn and take on new tasks | X |  |
| Willingness to work flexibly i.e. evening and weekends | X |  |
| Naturally resilient | X |  |
| Understanding of confidentiality and data protection issues | X |  |
| **Safeguarding** |  |  |
| Satisfactory enhanced DBS disclosure | X |  |
| Ability to display awareness, understanding and commitment to the protection and safeguarding of children and young vulnerable adults. | X |  |
| Commit to policies on child protection, health and safety, confidentiality, student behaviour / discipline and equal opportunities | X |  |

**NOTE;**

All candidates will be asked for proof of their eligibility to work in the UK during the interview and selection process. Tier 2 Certificates of Sponsorship are restricted by the UK Visas and Immigration Service and the position advertised above is unlikely to qualify for sponsorship. We are therefore unable to consider applications from candidates requiring Tier 2 immigration status to work in the UK at this time. For further information please visit the UK Visas and Immigration Service Website.