**TEAM MEMBER ROLE PROFILE - MASTER TEMPLATE Jan 2018**

| **Title**  **Level**  **Reports to** | **Pastoral Support Officer STAC**  **ST H30-H33 UQ H34-H38 Q**  **Deputy Head of College** | | **Business: Harlow College**  **Location: Stansted Airport College, Essex**  **Department/Academy: Student Services** | |  |
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| **ROLE IN CONTEXT** | | **ROLE IN ACTION** | **NEED TO KNOW** | **NEED TO BE** | |
| **Context**  **1. Success**  To be part of a forward looking FE college, currently a sector leader for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.  **2. Culture**  To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:   * Students at the Heart * Work hard, work together * Be the best * Be Innovative and Enterprising   **3. People**  Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.  **Purpose and Dimensions**  **1. Job Purpose**  To work alongside college delivery staff to plan, coordinate and deliver high quality outcomes that support and enrich the trainees experience. To promote, increase and sustain participation in enrichment, leadership and volunteering.  **2. Function’s Strategy**  Contribute to the function’s strategy which is part of the Teaching and Learning Strategy  **3. Key Partners/Relationships**:  Curriculum teams  Sport and community groups | | **Core Areas of Responsibility**   1. To plan and implement a wide and varied enrichment offer for students and take a lead and promote cross college initiatives, projects and events, working to budgets and targets. 2. To ensure learner needs are identified and supported to ensure inclusion of all learners in enrichment and college activities and projects 3. Build and sustain effective partnerships with voluntary groups, the local county sports partnership and other community providers 4. Facilitate coaching and/or delivery of some of the enrichment activities. 5. To promote intra college competitions and liaise with other colleges to promote inter college competitions. 6. Provide IAG services as required 7. Plan and deliver Tutorials and support with learning if required and be on call as part of the cover provision. 8. Provide pastoral care to trainees where required      1. Promote and implement the College Equality and Safeguarding practises 2. Co- ordinate as part of a team the learner engagement (student voice) and recruit and lead a team of Student ambassadors 3. Assist trainees with non-course related queries e.g. Bursary queries and offer advice relating to financial support available 4. Take the role of a safeguarding officer, working closely with the core safeguarding team 5. Be the designated First aider   **Critical Success Factors**     1. Meets or exceed target numbers for enrichment participation and student voice activity 2. Student satisfaction 3. Project targets | **Organisational Capabilities**   1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational ‘norm’   **Be the Expert** (technical knowledge, qualifications, experience, occupational competence & requirements, etc)   1. Has a teaching qualification (at  Level 4 or above) 2. Has a Level 2 or equivalent qualification in Maths & English 3. Ability to deliver projects and co-ordinate events 4. A flair for motivating and engaging learners to engage in projects and activities 5. Excellent organisation, planning and assessment skills that enable effective learning 6. Be able to understand and utilise digital technology 7. Ability to apply and embed themes and principles of E&D across the entire spectrum of teaching and learning 8. Ability to work under pressure whilst maintaining a good mental stability and mental resilience. 9. Evidence of integrating health and safety and safeguarding principles into working practices 10. Have or work towards a level 3 safeguarding . 11. Experience of delivering IAG. 12. Have a relevant first aid qualification | **Competencies** (core for all HC team members)  **1. Learning Orientated**   * Seeks feedback on their own performance from a variety of sources * Shares learning with others * Engages in development activities and achieves tangible progression * Actively seeks to increases/improve knowledge and skills   **2. Results Focused**   * Meets targets and job related outputs * Remains focused on the priorities and delivers them relentlessly despite issues that may arise * Resolves issues that affect targets being met   **3. Quality Minded**   * Can evidence their contribution to the college’s Quality Improvement cycle (e.g., SAR/QIP) * Seeks ways to continuously improve the service/productivity of their working area * Notices quality performance in others and offers feedback accordingly   **Role Competencies** (specific to role)   * Builds positive relationships within and beyond own working area * Applies alternative thinking to problems to generate creative solutions * Uses student and staff feedback to continuously improve the student experience | |