

Group Member:		Keighley College	
Job Title:		Student Relation Officer (Behaviour)	
Reports to:		Student Relation Officer Team Leader	
Job Grade	LEG A	Department	Study Programmes

ROLE SUMMARY:

Our Student Relations Officer helps create a safe, welcoming and positive college environment. They build trusting relationships with students, promote respectful behaviour and support learners to overcome difficulties that affect their college experience.

SPECIFIC ROLE RESPONSIBILITIES:

1. Being a visible, approachable presence around college, particularly during breaks and lunch.
2. Supporting students with concerns, conflict and friendship difficulties.
3. Using restorative conversations to resolve incidents and reinforce clear expectations.
4. Recognising safeguarding concerns and reporting them promptly through college procedures.
5. Working with teaching staff, pastoral teams and families to coordinate support.
6. Encouraging student voice, leadership, enrichment and participation in college life.
7. Recording incidents and following up agreed actions.

CORE RESPONSIBILITIES:

1. Work with the Front of House team and other colleagues to welcome students, staff and visitors to college, answering any questions and taking appropriate actions.
2. Take part in Campus-wide initiatives and activities to promote and maximise student attendance, punctuality and engagement with curriculum and enrichment, liaising with appropriate colleagues.
3. Support the campus-wide PDBA and Student Life teams in the development and delivery and evaluation of engaging enrichment activities, promotional events and campaigns to complement students' experiences, working closely and developing effective working relationships with curriculum teams to generate interest and participation in the wide-ranging PDBA agenda, in formal and informal learning environments.
4. Manage student behaviours and attitudes, including attendance, punctuality at key periods throughout the day, working with a range of cross-campus colleagues in key locations to communicate clear and consistent messages about expected standards of behaviour and conduct.

5. Respond positively to sensitive situations including safeguarding, welfare and other pastoral matters, supporting students and working with others to arrange appropriate support.
6. Keep accurate records and produce reports as required – for example, participants
7. Have regard to health and safety and safeguarding at all times
8. Work flexibly to support the PDBA and Student Life teams and respond to the needs of students.
9. Develop contacts and relationships with external organisations and stakeholders that add value to the students' experience.
10. Organise and lead programmes of activities and sports sessions for students, motivating and engaging students, to increase engagement at a specific campus.
11. Recruit, engage and support student leaders to engage with enrichment programmes, lead activities and societies, provide student voice and to act as ambassadors.
12. Deliver a campus based model to engage students in student voice, enrichment, social action and leadership opportunities.
13. Support college campaigns and events including annual elections and maximise student participation in this work and other democratic processes.
14. Any other duties that are specific to the department.
15. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
16. Ability to participate in evening/weekend work as required.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote relational practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the group's values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

Job Title:	Student Relations Officer
Department	Study Programmes

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. English and maths at level 2 or a willingness to work towards	A
E	Q2. Level 2 Safeguarding or willingness to work towards	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of working with young people in an education or community setting	A / I
D	EK2. Experience of motivating and inspiring young people	A / I
D	EK3. Experience of managing inappropriate and risky behaviour in a non-confrontational manner.	A / I

D	EK4. Experience of liaising with external agencies	A / I
E	EK5. Experience of managing safety and security	A / I
D	EK6. Knowledge and experience of promoting wellbeing	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent interpersonal skills and the ability to build positive relationships	A / I
E	SC2. Ability to engage and enthuse young people	A / I
E	SC3. Able to remain calm and measured when dealing with difficult situations. Be resilient.	A / I
E	SC4. Able to work on own initiative and as a member of a team	A / I
E	SC5. Be patient, tolerant and flexible	A / I
E	SC6. Be organised and able to prioritise	A / I
E	SC7. Show respect, tact and sensitivity within the limits of confidentiality and safeguarding	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I