

## **ADVERT**

# **Behaviour Support Officer - Student Services**

**Ref: ME2425011**

**Hours: 37 hours per week. You will be required to be at work for a total of 1480 hours per year. This will usually be completed over a period of 40 weeks based around student term times. Holiday, including entitlement to Bank Holidays and Closure Days, will be taken outside this working time, unless by prior arrangement with your line manager**

**Salary: In the range of £23,445 - £25,916 per annum pro-rata, actual salary in the range of £20,770 - £22,959 per annum (Dependent on skills, experience and qualifications)**

**Reporting to: Assistant Principal Student Services**

**Primary Location: Northampton, Booth Lane Campus**

**Closing Date: Sunday 1<sup>st</sup> September 2024**

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## About Northampton College

Northampton College is proud to be the leading provider of further education in the South East Midlands region. As a College, who have been rated by Ofsted as 'good' with outstanding features, we are committed to developing the professional and technical skills of our students, who are the workforce and leaders of the future.

## The Team

The Student Services Team are very proud to support Northampton College's culture of high standards, an inclusive working and learning environment, and a professional committed workforce who are focussed on supporting our students to achieve the best they possibly can.

## The Role

Working closely with colleagues in Student Services and Estates, this post plays a critical role in ensuring that students meet the colleges expectations in regard to their conduct on college premises and in our community.

To support, influence, and improve behaviour standards throughout the organisation, improve the attendance, retention and achievement of students at the College.

To have a proactive and visible presence on campus, challenging unsafe behaviours and educating learners so they can make better choices.


## The Successful Candidate

**The successful candidate's knowledge, skills, experience, abilities and qualities will include:**

- Experience of working in an environment with young people (16-19), including those with challenging behaviours.
- Ability to defuse/resolve situations of conflict or high emotion.
- Ability to manage and prioritise multiple tasks through to completion within prescribed deadlines.

## Rewards and Benefits include

- 35 days pro rata annual leave, comprising 24 personal days, pro rata (1 September – 31 August), including 8 bank holidays and 3 closure days. The College reserves the right to designate up to 3 closure days per holiday year **\*\*Holiday entitlement will be included in monthly pay to the value of 35 days per annum pro rata.**
- Discounts through membership of the NUS, ranging from Student Prime (Amazon), to eating out, fashion, beauty, entertainment, technology and travel.

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- Eligible to join the Local Government Pension Scheme (a defined benefit scheme including an employer contribution rate of 25.40%).
  - Right to request flexible working from start date.
  - Access to continued professional development.
  - Free car parking and electric car charging facilities.
  - Gym facilities.
  - 24 hours per day, 365 days per year Employee Support Helpline.
  - Enhanced maternity/shared parental and paternity schemes.
  - Paid Compassionate Leave - up to five working days paid absence (in a rolling twelve-month period) on compassionate grounds in the event of bereavement or serious illness of a close relative).

If you would like to be a part of our successful team please go to <https://www.northamptoncollege.ac.uk/working-for-us.html> for further details on how to apply.

**This post will require a Disclosure and Barring Service (DBS) check**



# **Job Description & Person Specification**

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## Northampton College

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The College has a culture of high expectations and high achievement, with 95% of students passing their qualifications and 94% progressing into employment or further study. The expertise, professionalism and commitment of all our staff is critical to the students' and College's success as we strive for excellence in everything we do and our ambition to be an outstanding College.

## Values


- Strive to always be excellent
- Respect and support each other.
- Put students at the heart of our college.
- Ensure the wellbeing of staff and students, build resilience, and celebrate differences.
- Make sure employer needs are at the heart of our plans.
- Be a positive influence in our community.

## Working as part of the team


The Student Services Team are very proud to support Northampton College's culture of high standards, an inclusive working and learning environment, and a professional committed workforce who are focussed on supporting our students to achieve the best they possibly can.

## Role Specification

- Supporting teaching staff with disruptive pupils in classrooms to help break down barriers to learning.
- Establish and maintain regular contact with teaching staff from curriculum areas to identify students who are not attending.
- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Arrange and deliver a range of workshops/tutorials that develop positive behaviour (e.g. Knife Crime, Substance Misuse, College Expectations etc).

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- Keep accurate records and write short reports including presenting numerical data, which will then be presented to the Health & Safety and Safeguarding committees.
  - Ensure all students adhere to behavioural policies and record and report irregularities.
  - Provides practical support for students who are not attending regularly by listening to them, discussing problems, helping to find solutions and encouraging them to attend.
  - Make students aware of other areas of the support network in College and make referrals as appropriate (e.g. to Teaching Staff, Curriculum Managers, Assistant Principals, Wellbeing Staff, Student Welfare & Travel Advisors, Futures Team, Learning Support, Safeguarding etc).
  - Complete reports by recording observations, information, occurrences, and surveillance activities. Recording incidents on pro solution system as required.
  - Carry out screening, search and confiscation in accordance with college procedures.
  - Respond to First Aid requests and maintain that qualification throughout employment, including the use of a defibrillator.
  - Provide support at key functions including enrolment, open evenings, and parent evenings.
  - Maintain and develop office systems including electronic and paper files and data management that conform to GDPR rules.

### **Generic Business Support**

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- To support and contribute to the friendly and supportive ethos of the Faculty/Department, particularly in communications with learners and staff
  - To maintain the highest professional standards
  - To participate on appraisal and staff development
  - To treat colleagues with dignity and respect
  - To demonstrate an understanding of the significance of equality of opportunity and diversity, and implement it in all aspects of your work
  - To carry out any other duties as required by the organisation including supporting College Open Events and invigilating examinations
  - To ensure a healthy and safe working environment at all times, and take reasonable care for your own safety and that of other College users
  - To comply with all approved College policies and procedures
  - Ability to travel to other College sites as and when required.

The above list is not exhaustive. The responsibilities and duties may vary from time to time without changing the character of the post. You will be expected to adopt a flexible approach to ensure the efficient and effective running of departments.

## Other Information

### Dignity, Diversity and Inclusion

Northampton College is proud of its diverse cohort of students and is committed, morally and through statute, to the values of equality, diversity and inclusion.

To embed this throughout the College we encourage and welcome applications for job vacancies from people of all backgrounds. Our recruitment and selection processes incorporate anonymity of protected characteristics at both the shortlisting of applications stage and through selection process, wherever feasible.

This, along with other measures that promote full and fair consideration of all applications, along with the College's implicit ethos of inclusion, enables the College to promote equality of opportunity and eliminate unlawful discrimination on the grounds of: sex; race; disability; age; sexual orientation; gender reassignment; religion or belief; marital status, or pregnancy and maternity.

All members of the College's staff community are required to adhere to, and promote, the College's values of respect for each other, dignity, diversity and equal opportunity, enabling the continual evolution of a culture of inclusion, where diversity and difference is embraced and open, positive discussion is genuinely valued.

As importantly, the College will not tolerate unlawful discrimination, harassment or victimisation within the organisation.

Northampton College prides itself on being the College of the community and its role in enabling access to education and the provision of an inclusive learning environment, where respect and differentiation in learning is fundamental to our students' success.


### Safeguarding

The College is committed to safeguarding the welfare of its students, staff and visitors.

Safeguarding checks, for example obtaining employment references and the completion of Disclosure & Barring Service (DBS) checks for all new/potential employees and regular visitors to the College, help ensure the safety of our College environment.

It is compulsory for all staff to complete safeguarding training both at the start of their employment and regularly throughout their employment to ensure they have the knowledge to fulfil their safeguarding responsibilities in respect to keeping children safe in education. This includes being able to work with students to develop their understanding of the values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs, and for those without faith.

The College has policies and procedures in place to deal effectively with child protection and safeguarding issues, including those which align with the PREVENT counter-terrorism strategy.



Additionally, the College has robust Safeguarding recording and monitoring processes which correlate with current safeguarding legislation.

### **Professional Development and Employee Performance and Development Reviews**

In addition to mandatory training in respect to Equality and Diversity, Safeguarding and Data Protection (and any other training that the College considers all members of the staff community to undertake), professional development opportunities are available to all members of staff to help them to reach their full potential within their role.

The ability of all members of our staff community to reflect on their performance and both areas of success/achievement and development is a fundamental aspect of the College's ability to continue to improve its quality and outcomes for students. In joining Northampton College, you will be expected, as a professional in your area of expertise, to continually seek ways to enhance your contribution to the organisation, with the annual Employee Performance and Performance review, with your line manager, being one element of this.

### **Health and Safety**

Under the Health & Safety at Work etc Act 1974, in addition to the College's responsibility to the welfare of its staff community, it is the responsibility of individual staff to take care of their own health and safety at work and that of others who may be affected by their actions.

All members of the College community are required to comply with health and safety obligations, including the prompt reporting of any defects, risks or potential hazards.

### **Data Protection**

The College's stakeholders should be confident that the College holds data in accordance with the Data Protection Principles of: Lawfulness, Fairness and Transparency; Purpose Limitation; Data Minimisation; Accuracy; Storage Limitation; Integrity and Confidentiality (Security), and Accountability.

As such, there are internal policies and controls in place to ensure that data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by those authorised to do so in the performance of their duties. It is paramount that all usage and retention of data complies with the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Computer Misuse Act 1990 and that, as an employee you adhere with all protocols in this regard.



## Person Specification

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.	Essential/ Desirable	Assessment Method
<b>Qualifications</b>		
<ul style="list-style-type: none"> <li>Educated to level 3 and/or relevant experience</li> </ul>	E	A
<ul style="list-style-type: none"> <li>Grade 4/C GCSE English and Maths</li> </ul>	E	A
<ul style="list-style-type: none"> <li>First aid at work certificate (renewable every 3yrs) or willingness to attain this required qualification. Or willingness to gain qualifications.</li> </ul>	E	A
<ul style="list-style-type: none"> <li>Training in conflict resolution, breakaway techniques, control &amp; restraint/safe holding, search and weapons, drugs and alcohol etc. Or willingness to gain qualifications.</li> </ul>	E	A
<ul style="list-style-type: none"> <li>Mental Health First Aid training.</li> </ul>	D	A
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Significant experience of working in an environment with young people (16-19), including those with challenging behaviours.</li> </ul>	E	A/S
<ul style="list-style-type: none"> <li>Experience in in dealing with highly sensitive and confidential matters.</li> </ul>	E	A/S
<ul style="list-style-type: none"> <li>Experience of working in Education.</li> </ul>	D	A/S
<ul style="list-style-type: none"> <li>Significant knowledge and experience in using a learner records system, e.g. Pro-Monitor.</li> </ul>	D	A/S
<b>Knowledge/Skills/Abilities</b>		
<ul style="list-style-type: none"> <li>Ability to communicate clearly and concisely at all levels whilst understanding your customer's needs</li> </ul>	E	A/S
<ul style="list-style-type: none"> <li>Ability to be self-motivated, to reflect on own performance within a role and to identify areas of learning/improvement</li> </ul>	E	A/S
<ul style="list-style-type: none"> <li>Ability to multi task whilst having exceptional attention to detail</li> </ul>	E	A/S

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.	Essential/ Desirable	Assessment Method
• Flexible approach to work and work area, working outside normal hours when reasonably required to do so	E	A/S
• Understanding of safeguarding as it pertains to the Further Education Sector	E	A/S
• Understanding of the benefits of equality, diversity and inclusion within society	E	A/S
• Understanding of the principles of Data Protection	E	A/S
• Ability to travel effectively, for example to other College campuses (Daventry and Northampton)	E	A/S
• Strong level of administration skill.	E	A/S
• Ability to manage own workload with minimal supervision once established in role.	E	A/S
• Strong customer service skills.	E	A/S
<b>Qualities</b>		
• Strong work ethic	E	A/S
• Collegiate	E	A/S
• Innovative	E	A/S
• Flexible	E	A/S
• Team, customer and organisation focussed	E	A/S
• Reliable	E	A/S
<b>Level of Physical Ability and Activity</b>		
• Occasional lifting may be required	E	A
• Need to move around site will be required	E	A

**E** = Essential   **D** = Desirable

**A** = Application Form   **S** = Selection Process