**JOB PROFILE**

**Job title:** Learning Support Team Leader

**Grade:** £28,260-£32,310 per annum, Band 6

**Accountable to:** Head of Additional Learning Support

**Responsible for:** Line management of Learning Support Assistants

**General Duties and Responsibilities**

• To contribute to the strategic direction and operational effectiveness of the College

• Ensure the responsibilities of the post are carried out in a way that reflects the standards, vision and values of the college

• Deliver on key performance indicators across the College, aiming to deliver continuous improvement

• Promote the College with employers, sector bodies, schools and the local community, developing effective partnerships with employers, the funding agencies and other representative bodies

• To proactively promote Safeguarding practice, EDI, Health and Safety and the well-being of all our students and staff

• To complete and remain up to date with Mandatory Training

• To participate in the College Professional Development and Review (PDR) Scheme

**Specific duties and responsibilities**

1. Co-ordination of additional learning support resources to meet identified needs of students.
2. Effective timetabling of in and out of class support, including compliance with support detailed in Educational Health and Care Plans where appropriate.
3. Lead a team of Learning Support Assistants, providing clear direction to deliver effective support.
4. Champion the customer first approach with all teams and implement appropriate performance management processes to highlight exceptional practice and areas for improvement.
5. Review support provided on an on-going basis to ensure students are receiving an appropriate level within the tiered model, promoting independence and employability at every opportunity.
6. Work closely with Customer Support Managers and pastoral support teams to plan and deliver appropriate levels of support.
7. Translate customer feedback into actionable improvements.
8. Ensure that activity is appropriately and accurately tracked to provide reports on support delivered.
9. Take a lead role in specific elements of the student support services, working with colleagues across the College to improve the whole customer journey.
10. Support the development and implementation of innovative and sector-leading customer-focused initiatives which enhance service delivery.
11. Implement robust performance practices across the team to drive the highest levels of performance that impact positively on customers.
12. Deputise for the Customer Support Managers as required and to take an active role in the leadership of the Customer Experience Directorate as a whole.
13. To contribute to the strategic direction and operational effectiveness of the College
14. Ensure the responsibilities of the post are carried out in a way that reflects the standards, vision and values of the college
15. Deliver on key performance indicators across the College, aiming to deliver continuous improvement
16. Promote the College with employers, sector bodies, schools and the local community, developing effective partnerships with employers, the funding agencies and other representative bodies
17. To proactively promote Safeguarding practice, EDI and Health and Safety

**NOTE**

This job profile provides an overview of the principle duties and responsibilities of the role. It is not intended to be exhaustive. It is anticipated that the content of jobs will change over time whilst remaining within the broad remit of the role.

This job profile does not form part of your contract of employment.

**PERSON SPECIFICATION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role: Learning Support Team Leader** | | **E/D** | **A** | **I** | **T** |
| **Qualifications:** | | | | | |
| 1 | Level 2 Maths and English or equivalent | **E** | **X** |  |  |
| 2 | Relevant Level 3 Qualification | **E** | **X** |  |  |
| 3 | Level 4 qualification such as teaching or learning support | **E** | **X** |  |  |
| 4 | Knowledge of current thinking and best practice in supporting learners | **E** | **X** | **X** |  |
| **Experience and Skills:** | | | | | |
| 5 | Experience of working with customers with a range of personal, social and welfare needs. | **E** | **X** | **X** |  |
| 6 | Experience of planning and delivering resources in response to identified needs. | **E** | **X** | **X** |  |
| 7 | Strong people management and line management skills | **E** | **X** | **X** |  |
| 8 | Excellent administrative and record keeping skills | **E** | **X** | **X** |  |
| 9 | Ability to drive improvements, resulting in good and better outcomes for students | **E** | **X** | **X** |  |
| 10 | Understanding of additional learning support funding requirements | **D** | **X** | **X** |  |
| **Personal Attributes:** | | | | | |
| 11 | Highly effective organisation and prioritisation skills | **E** | **X** | **X** |  |
| 12 | Ability to build relationships across a range of levels and teams within the organisation | **E** | **X** | **X** |  |
| 13 | Ability to analyse situations and recommend ways forward | **E** | **X** | **X** |  |
| 14 | Ability to cope with a demanding workload | **E** | **X** | **X** |  |
| 15 | Demonstrate a genuine commitment to uphold and promote equal opportunities and diversity | **E** | **X** | **X** |  |
| 16 | Commitment to quality and excellence through evidence of continuing professional development | **E** | **X** | **X** |  |
| 17 | Demonstrate a knowledge and understanding of Safeguarding / Child Protection issues relevant to the post | **E** | **X** | **X** |  |

**KEY:**

|  |  |
| --- | --- |
| **E** | Essential |
| **D** | Desirable |
| **A** | Assessed by Application Form |
| **I** | Assessed by Interview |
| **T** | Assessed by Test |