

## Job Description & Person Specification

<b>Post Title:</b> Head of Learner Support Services	<b>Grade:</b> BR14
<b>Department:</b> Children, Education and Families	<b>Division/Section:</b> Adult Education
<b>Post No:</b> 20844	<b>Reports to:</b> Head of Bromley Adult Education College

### MAIN PURPOSE:

To lead and manage a high-quality Learner Support Services provision, which includes additional learner support, careers education, information, advice, and guidance (CIAG), welfare, learner voice and safeguarding.

To act as the Service's Designated Safeguarding Lead and be accountable for ensuring the safeguarding of learners in accordance with statutory guidance. To provide internal staff training, updates, and guidance as and when required.

To act as Single Point of Contact (SPOC) Single Point of Contact for Prevent Concerns (SPOC), in accordance with the Prevent Duty (2015), and attend multi agency meetings as and when required.

### SUMMARY OF RESPONSIBILITIES AND DUTIES:

1. As a member of the Senior Leadership Team, to support the Head of BAEC in the overall strategic and operational management of the Adult Education Service.
2. To develop and manage learner support services in line with the service's vision, mission, and values and the Education Inspection Framework (EIF).
3. To lead, motivate and develop a team of learner support staff to deliver an outstanding level of service to learners and curriculum teams.
4. To ensure that learner support services provision is effectively promoted, differentiated where appropriate, and accessible to all learners.
5. To act as the Designated Safeguarding Lead for the service, supervising named safeguarding officers, liaising effectively with senior managers to ensure that key protocols to ensure learner and staff safety and wellbeing are implemented in full.
6. To oversee the maintenance of robust safeguarding records across the service. To maintain accurate and organised records of all safeguarding concerns brought to the attention of the safeguarding team by staff, learners, members of the public or other professionals.
7. To act as a source of support, advice and expertise to staff on matters of safety and safeguarding. To ensure operational effectiveness, including all legal and regulatory requirements so that there is a safe working and learning environment.
8. To work collaboratively with other Council departments and regularly attend the meetings of the Bromley Adult Safeguarding Board (BASB).
9. To ensure that BAEC has effective policies and procedures in place to protect learners and staff from risk, in particular around safer recruitment practices, safeguarding of learners and to support learners who might be at risk of radicalisation.
10. To oversee and ensure key policies and procedures linked to learner services are managed and effectively implemented e.g., Additional Learning Support Procedure, Code of Conduct, Safeguarding policies.
11. To oversee the implementation and management of all aspects of the Learner Involvement, Staff Voice and Learner Voice Procedures.

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12. To ensure learners are provided with impartial, timely and accurate career information, advice and guidance (CIAG), leading to high internal and external progression including relevant employment.
13. To work with the Head of BAEC and senior managers to develop and implement the service's Self-Assessment Report and Quality Improvement Plans
14. To oversee monitoring of key performance indicators and progress towards targets in relation to learning support, learner voice and CIAG , and advise the Senior Management Team on direction and improvements needed.
15. To undertake an active role in the process for the observation of teaching, learning and assessment, in relation to the effectiveness of learner support procedures, including lesson observations of volunteers and classroom support assistants.
16. To be a key member of the Bromley Adult Learning Board, ensuring that information, including data, on adult learning required by the board is accurate and current.
17. To actively contribute to the customer care team and respond to customer queries, complaints and other feedback.
18. To lead on Information Advice and Guidance (IAG) services, respond to scrutiny and represent the College in the annual quality checks for the Matrix Standard.
19. To participate in staff development, appraisal, and training as appropriate, including continuous professional development. To ensure that agreed standards of service for learners are delivered by staff and that shortfalls and potential improvements are acted upon.
20. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act and other relevant Council and Government Regulations, Directives and London-wide priorities.
21. To promote an equal opportunities culture to ensure fairness of treatment to staff and learners with standards of behaviour based on treating individuals with dignity. To ensure staff understand the Council's equal opportunities policies and its statutory responsibilities.
22. To deputise for the Head of BAEC in relation to adult learning matters as required.
23. To undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department / Section.

### **CONTACTS AND RELATIONSHIPS:** (customer focus, both internal and external)

Other council officers – providing and exchanging information, exchanging views

External agencies, partners and other stakeholders – providing, receiving and exchanging information, providing advice

Service staff - providing information, advice and training

Learners– providing information, providing advice

### **MANAGEMENT AND LEADERSHIP:** (finance, resources, performance management, staff supervision and service delivery)

To oversee a team of classroom support assistants and volunteers

To oversee a team of designated safeguarding officers

To lead on safeguarding and health and safety for the service

To analyse MIS and other specialist data

To create a range of strategic reports and documents

To ensure performance management procedures are aligned to the Council's DISCUSS and Behaviour Frameworks.

To fully and positively participate in the Council's performance appraisal/performance related pay/performance development scheme in order to develop and enhance personal and service performance.

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**EQUALITIES:**

Implementation of the Council's equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery.

	Date	Name
1. Date drawn up	22/05/2023	Elena Diaconescu
2. Given to Post holder		
3. Confirmed by Line Manager		
4. Evaluated		
5. Uploaded onto Resourcelink		

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### SKILLS & ABILITIES

Strong ability to understand and apply safeguarding legislation and to keep up to date with policy changes  
Excellent level of oral and written communication skills with good interpersonal and networking skills  
Excellent time management and administrative skills with ability to meet targets within timescales  
Very good analytical and evaluation skills  
Proficient digital skills including Microsoft Office, Google apps or similar  
Proficient use of BAEC MIS or equivalent software, willingness to learn use of specialist management software  
Flexible attitude to work requirements, prepared to be adaptable to meet organisational needs  
Strong ability to be discrete when dealing with confidential issues  
Excellent ability to work under pressure and organise workload to meet deadlines

### KNOWLEDGE

Excellent knowledge of safeguarding and Equalities legislation and policies  
Excellent knowledge and understanding of Health Safety and its implications for an adult learning environment  
Good understanding of the current Post 16 funding environment and its impact on adult learning.  
Knowledge, commitment and understanding of the application and implementation of equal opportunities in service delivery and employment

### EXPERIENCE

Demonstrable experience of effective working in the safeguarding arena and of managing complex safeguarding related cases  
Excellent experience of working with a wide range of individuals and groups drawn from education and communities  
Experience of lesson observations or willingness to undertake training.  
Experience of substantial team working in a complex educational environment  
Experience of developing new initiatives and delivering through to completion

### QUALIFICATIONS

Qualified to degree / level 4 or proven track record of managerial experience at that level  
Evidence of recent training/development/qualifications relevant to this post  
Designated Safeguarding Lead Certificate or willingness to undertake such training

### SPECIAL REQUIREMENTS

Although this post will be based at one of the service's own sites the post holder will be required to work flexibly across both sites, community venues and other local authority sites.

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To work with other Managers to ensure the regular availability of management support for one evening per week during term time and weekend programmes and events.  
A successful enhanced DBS assessment.