



New College Durham

JOB DESCRIPTION

Job Title:	NECOP Cluster Community Support Officer
Grade:	Support Grade G
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Economic Development and Student Progression
Accountable to:	NECOP College Manager

Job Purpose

The College requires a North East Collaborative Outreach Programme (NECOP) (Cluster only) Community Support Officer to deliver targeted programmes related to the higher education options available to young people in the North East in order to support their progression.

The focus of the activity will be on HEFCE's analysis which found that participation in higher education is particularly low and lower than would be expected given KS4 attainment levels in those areas.

The programme will also deliver discreet timetables for white working class boys.

The aim of the programme is to increase the number of young people from the most disadvantaged backgrounds who progress to higher education by 2020.

The NECOP Cluster funded project will focus on and be supported by North Durham Academy and Consett Academy.

To provide

To provide in a timely & effective manner comprehensive, up to date and accurate, information, advice and in depth guidance on careers, courses, student funding and welfare issues to learners, potential learners and staff in relation to the project aims of the NECOP Cluster programme.

To provide intensive support to increase information and advice on higher education routes. The models adopted will be varied enabling flexibility for the intended recipients who will primarily be students from both Consett and North Academy who are at risk of not realising potential and/or are a threat of becoming NEET.

To work in partnership with other external agencies including Durham Works and Children's Centres to provide tailored support to ensure parental responsibilities are not a barrier to achieving higher level skills and better employment opportunities

To provide a focus on specific economic sectors identified as key to regional and local growth strategies which offer good employment opportunities locally, therefore raising aspiration to progress into higher education by increasing awareness of local job opportunities.

Key Result Areas

1. Provide one to one Information, Advice and Guidance (IAG) and on-going support to motivate and assist learners to make and implement appropriate decisions on education, training, employment and funding opportunities (grants, loans, bursaries, welfare benefits, childcare and hardship).
2. Respond flexibly to client and service needs, through drop-in sessions, appointments, schools, community venues and Durham Works. ASC's evening rotas.
3. Contribute to an innovative and flexible Careers Education, Information, Advice and Guidance (CEIAG) programme including financial awareness activities and resources through targeted and intensive employment related support.
4. Design, develop and review relevant resources and activities using appropriate language and formats for students and staff to support the NECOP Cluster programme, including financial awareness activities.
5. Working with College staff to establish and maintain links with schools, One Point Services and other agencies and educational establishments to assist students and potential students with the identification of and transition to suitable options identified in the NECOP programme
6. Establish and develop effective liaison within the College, with other colleges, and with local and national agencies in respect of funding and welfare issues, and respond as necessary.
7. Research and disseminate information on careers, courses, student funding and welfare issues, encourage students to access information, raise school and Durham Works staff awareness of new initiatives and activities.
8. Provide, both within College and externally, advocacy on behalf of students, in order to maximise their access to higher education and student funding.

9. Maintain an up-to-date, confidential, accurate case recording system for individual clients.
10. Provide accurate data and monitoring of progress of beneficiaries including progress towards the outcomes of the NECOP programme to measure the impact and the distance travelled.
11. Ensure the effective implementation and utilisation of all systems of work (computerised and manual), providing information and statistics to support reporting requirements of the NECOP project
12. To develop and deliver specific, targeted initiatives and intervention strategies through student community activity, workshops, and group sessions.
13. Any other duties commensurate with the grade and status of the post.

General Responsibilities

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

Job Title: NECOP Cluster Community Support Officer

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the “assessed by” stages stated.

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C/4 or above), or equivalent or willing to work towards**	1	✓	
Degree	1	✓	
Professional Qualification - NVQ Level 4 qualification in Information, Advice & Guidance or above (or willing to work towards)	1	✓	
Postgraduate Diploma in Careers Guidance	1		✓
Recent experience of working within careers advice and guidance in an FE/HE College or School	1, 2	✓	
A working knowledge of higher education opportunities particularly linked to NE labour market	1, 2		✓
Recent experience of working with schools and external agencies in partnership to deliver advice and guidance	1, 2, 3	✓	
Skills		Essential	Desirable
Good interpersonal skills, able to work sensitively and confidentially on a one-to one basis, supporting when required, individuals in distress or those with complex needs	2	✓	
Ability to undertake presentations and a variety of group activities using innovative approaches, working with learners and staff at all levels	2, 3	✓	
Excellent written and verbal communication skills. Ability to research and interpret, record and present information from a wide range of sources and in a variety of formats for students and staff	1, 2, 3	✓	

Ability to use initiative, work independently and organise own workload within the framework of the NECOP Cluster programme	3	✓	
Knowledge of current education, employment and training issues	1, 2	✓	
Ability to liaise with members of staff, external organisations and advocate on behalf of clients	3	✓	
Work with partners and develop networks within education, training and community settings	1, 3	✓	
At least 2 years' experience of providing one to one information advice and guidance activities within a careers, financial, educational or community setting	1, 2		✓
Enthusiastic and keen to participate in and develop all service activities	2, 3	✓	
Reliable and committed	1, 3	✓	
Ability to develop positive relationships with clients and staff	1, 3	✓	
Suitable to work with young people and vulnerable adults	1	✓	
Full driving licence and use of a vehicle	1	✓	

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

**This criteria might be considered at the shortlisting stage.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

Issue Date: February 2018