



New College Durham

JOB DESCRIPTION

Job Title:	IAG Practitioner
Grade:	Support Grade G
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	ASC
Accountable to:	ASC Manager

Job Purpose

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 across the College's further education, higher education and training provision.

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, college information/advice events and ASC's evening rotas.
3. Provide information for international students, such as EU, ESOL and Asylum seekers including facilitating referrals to the International Office.
4. Contribute to an innovative and flexible Careers Education, Information, Advice and Guidance (CEIAG) programme including financial awareness activities and resources through course-based group work and staff development sessions.
5. Design, develop and review relevant resources and activities using appropriate language and formats for students and staff to support the CEIAG programme, including financial awareness activities.

6. Working with College staff to establish and maintain links with schools, One Point Services and other agencies and educational establishments to assist learners and potential learners with the identification of and transition to suitable options.
7. 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.
8. Research and disseminate information on careers, courses, student funding and welfare issues, encourage learners to access information, raise staff awareness of new initiatives and activities.
9. Provide, both within College and externally, advocacy on behalf of students, in order to maximise their access to courses and student funding.
10. Maintain an up-to-date, confidential, accurate case recording system for individual clients.
11. Play an active role within ASC, engaging with learners, contributing to the training of appropriate staff and the development of quality standards and procedures.
12. Contribute to the development of systems and the delivery of high quality services which meet appropriate internal and external quality standards.
13. Ensure the effective implementation and utilisation of all systems of work (computerised and manual), providing information and statistics to support the updating of ASC and College reports and publications.
14. Contribute to the development and implementation of appropriate policies and procedures ensuring that the College's policies for quality management and control are employed effectively.
15. Maintain own professional development and provide a source of specialist expertise on careers, courses, student funding and welfare issues within College.
16. 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: IAG Practitioner

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	✓	
NVQ 4 IAG Professional Qualification or equivalent	1	✓	
Level 6 qualification in Information, Advice & Guidance or above (or willing to work towards)	1		✓
Postgraduate Diploma in Careers Guidance or equivalent	1		✓
Degree	1	✓	
Commitment to ensuring the safeguarding of children and vulnerable adults	1, 2, 3	✓	
Recent and relevant experience of experience of providing one to one information advice and guidance activities within a careers, financial, educational or community setting	1, 2	✓	
Recent experience of current education, employment and training issues	1, 2		
Full UK driving licence and use of a vehicle	1, 2	✓	
Skills		Essential	Desirable
A proven track record of being able to prioritise and organise own work	1, 2	✓	
Ability to deal professionally with staff and students in person, by phone or by correspondence	1, 2, 3	✓	
Recent experience in effectively organising and scheduling tasks to meet deadlines	1, 2, 3	✓	
Demonstrate the ability to work effectively with others	1, 2, 3	✓	
A commitment to resolving problems and to improving own performance	2, 3	✓	
Possess drive, enthusiasm and a commitment to provide an excellent service to both internal and external customers	1, 2, 3	✓	

Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	2, 3	✓	
Suitable to work with young people and vulnerable groups	1, 2	✓	

*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.

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