

JOB DESCRIPTION

Job Title	Head of Student Support
Contract	Permanent, Full-time
Job location	Elm Park Campus, Stanmore
Department	Student Services
Reports to	Director of Student Services and Safeguarding
Salary Range	£51,151 - £53,754 per annum

Job Purpose:

The Head of Student Support will lead and manage all student support, including Enrichment, Bursary, Student Advice and Safeguarding, and Student Liaison.

The post holder is responsible for ensuring the delivery of effective safeguarding, wellbeing, enrichment, and attendance services, promoting a positive and inclusive environment that enables all students to thrive academically, socially, and personally. The Head of Student Support acts as Deputy Designated Safeguarding Lead, holds a caseload of safeguarding cases, and supports the Designated Safeguarding Lead to ensure that statutory responsibilities and best practice in safeguarding are consistently met across the College.

Duties Specific to the Post:

- Work with the Director of Student Services to implement a cohesive Student Support strategy aligned with organisational goals and regulatory requirements.
- Provide effective leadership, direction, and support to the Counsellors, Enrichment Officers, and Bursary Officer ensuring consistent and high-quality service delivery.
- Provide effective leadership to the Student Support Team Leader who line manages the Student Advice and Safeguarding Officers and Student Liaison Team.
- Provide clear strategy and communication on expectations for attendance and behaviour to support students to engage fully in their studies and wider development.
- Develop, implement, and review systems, policies, and procedures to identify and support students who may require early help to remove barriers to learning.
- Lead on the delivery of safeguarding, wellbeing, enrichment, and attendance initiatives, ensuring these are aligned with statutory guidance and the College's strategic objectives.

- Ensure robust systems and procedures are in place for the fair and efficient allocation of the Learner Support Fund and monitor the applications and records to ensure compliance with relevant regulations.
- Oversee the provision of high-quality pastoral support, wellbeing initiatives, and enrichment activities, ensuring all students have access to opportunities that promote their personal development and resilience.
- Monitor team workloads, ensure accurate record-keeping in line with data protection regulations, and prepare timely reports for audits and inspections as required.
- The Head of Student Support must ensure that all processes and records relating to student support services, including the administration of the Learner Support Fund, are maintained in line with audit requirements. This includes preparing accurate documentation, supporting regular internal and external audits, and implementing any actions required to maintain full compliance with college policies and statutory regulation.

Safeguarding:

- Act as Deputy Designated Safeguarding Lead to support the Director of Student Services in maintaining and developing safeguarding arrangements, ensuring statutory responsibilities are met and the college remains compliant with relevant legislation and guidance.
- Undertake caseload review meetings with all Safeguarding Officers across the college.
- Act as a Safeguarding Officer, holding a caseload of safeguarding cases and ensuring prompt and appropriate responses to safeguarding concerns.
- Oversee and support the safeguarding training, awareness, and reporting across the college, ensuring all staff understand their responsibilities.
- Maintain accurate safeguarding records and prepare reports for senior leadership and external agencies as required.

General:

- Participate in open evenings and recruitment activities to ensure that potential applicants and students receive accurate information and guidance.
- Ensure all data is handled in line with General Data Protection Regulations.
- Taking responsibility for health and safety, equality & diversity, copyright and data protection within the scope of the post.
- Take appropriate responsibility to provide a secure, safe and friendly learning environment including implementation of the College's Health and Safety Policy.
- Committed to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.



Further education is an ever-changing service, and all staff are expected to participate constructively in college activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the college.

The postholder can be required to carry out any other duties consistent with the grade of the post, at any site on which the College may operate.

Closing Date: Sunday, 5th July 2026

Interview Date: Thursday, 9th July 2026

PERSON SPECIFICATION

JOB TITLE: Head of Student Support

Criteria	Essential/ Desirable	Possible source of evidence
QUALIFICATIONS:		
Minimum L3 Education	E	Application form/ certification
DSL level Safeguarding and Child Protection training	E	Application form/ certification
Information, Advice and Guidance [IAG] qualification L2, or be willing to undertake training	D	Application form/ certification
KNOWLEDGE & EXPERIENCE OF:		
Experience acting as a Deputy Designated Safeguarding Lead	E	Application form/supporting statement/ interview
Minimum 2 years' experience of managing the Learner Support Fund	E	Application form/supporting statement
Proven track record in managing and leading staff teams	E	Application form/supporting statement/ interview
Significant experience in student support, safeguarding, or pastoral care within an educational or similar setting	E	Application form/supporting statement/interview
In-depth knowledge of safeguarding legislation, guidance, and best practice	E	Application form/supporting statement/interview
In-depth knowledge of the challenges facing vulnerable and at-risk students	E	Supporting statement/ interview
An understanding of sound equal opportunities practice and a commitment to its implementation	E	Supporting statement/ interview
Commitment to inclusivity and ensuring all students feel welcome and the environment encourages participation	E	Supporting statement/ interview
SKILLS & ABILITY TO:		
Excellent verbal and written communication skills, with the ability to communicate effectively at all levels with staff, students, parents/carers, and external agencies	E	Supporting statement/ interview

Ability to lead, motivate and manage varied teams	E	Supporting Statement/Interview
Build positive relationships with young people and maintain discipline	E	Supporting statement/ interview
Be flexible with duties and working hours to fit student need	E	Supporting statement/ interview
PERSONAL QUALITIES:		
A positive and proactive mindset when motivating teams	E	Supporting statement/ interview
Passion for improving student experience through effective support	E	Supporting statement/ interview