

JOB DESCRIPTION

Job Title	Student Support Team Leader
Contract	Permanent, Full-time
Job location	Elm Park Campus, Stanmore
Department	Student Services – Student Support
Reports to	Head of Student Support
Salary Range	Band I, Point 30-35 (£39,368 - £44,835)

Job Purpose:

The Student Support Team Leader is responsible for the effective coordination, supervision, and development of the Student Advice and Safeguarding and Student Liaison teams. The post holder will ensure the delivery of consistent high-quality support, safeguarding, wellbeing, and attendance services for all students, promoting a positive and inclusive environment that enables students to thrive academically, socially, and personally.

Duties Specific to the Post:

- Assist the Head of Student Support to develop effective systems to identify and support learners who may require early help to remove barriers to success.
- Assist the Head of Student Support to oversee the provision of high-quality pastoral support, wellbeing initiatives, safeguarding interventions, and attendance management for students.
- Lead, motivate, and support the Student Support Team ensuring consistent and effective service delivery across all areas of student support.
- Monitor team workloads, allocate caseloads and monitor performance to ensure all students receive appropriate support and record-keeping is in accordance with data protection regulations.
- Provide line management, regular supervision, guidance, and professional development opportunities for team members.
- Support and supervise Student Liaison Officers in their responsibilities to proactively monitor and address student attendance and punctuality, including identifying patterns of low or non-attendance and implementing structured support interventions.
- Ensure Student Liaison Officers maintain a visible and active presence across the College at key times of the day to monitor student attendance in lessons and around the buildings.

- Ensure effective collaboration between Student Liaison Officers, curriculum staff, support services, and parents/carers.
- Build effective working relationships with student facing staff, external agencies, parents/carers, and other stakeholders to ensure a coordinated approach to student support.
- Prepare reports, analyse data, and contribute to audits and inspections as required by senior management.

Safeguarding:

- Act as a safeguarding officer, ensuring the safety and welfare of students in accordance with organisational policies and statutory requirement.
- Support the investigation and resolution of complex safeguarding cases, liaising with external agencies as required.
- Respond promptly to safeguarding concerns, undertaking risk assessments and making referrals where appropriate.
- Maintain accurate records and documentation related to safeguarding cases.
- Support the Head of Support to deliver safeguarding training and awareness sessions to staff and students 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: Wednesday, 5th August 2026

Interview Date: Wednesday, 12th August 2026

PERSON SPECIFICATION

JOB TITLE: Student Support Team Leader

Criteria	Essential/ Desirable	Possible source of evidence
QUALIFICATIONS:		
Level 2 English (GCSE equivalent) & Level 2 Maths (GCSE equivalent)	E	Application form/ certification
Minimum L3 Safeguarding certificate	E	Application form/ certification
Information, Advice and Guidance [IAG] qualification L2, or be willing to undertake training	D	Application form/ certification
KNOWLEDGE & EXPERIENCE OF:		
A minimum of 1 years' experience leading/supervising a team	E	Application form/supporting statement/ interview
A minimum of 2 years' experience assisting in working with young people, specifically working with post-16 students and adults in a multi-cultural institution	D	Application form/supporting statement/interview
Knowledge of safeguarding statutory guidance including Keeping Children safe in Education and Working Together to Safeguard Children	E	Application form/supporting statement/interview
Knowledge of general office-based applications in Office 365	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 interpersonal and communication skills	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
Understand safeguarding principles and respond appropriately	D	Supporting statement/ interview
PERSONAL QUALITIES:		
A proactive team player who is self-motivated	E	Supporting statement/ interview
A positive and proactive mindset when motivating teams	E	Supporting statement/ interview