

Our mission is: 'Inclusion, realising potential; transforming lives'

JOB DESCRIPTION

Job Title: Campus Support Officer

Responsible to: Safeguarding and Inclusion Manager

Accountable to: Director of Student Support and Inclusion

Job purpose

To take a pro-active lead in establishing relationships with key stakeholders including students, college staff and in the community in order to promote safe and appropriate behaviour from our students whilst they are at college. The officer will build a positive rapport with students to ensure the expectations of the college are met, modelling positive behaviours and attitudes and promoting safety around the college, including in relation to driving. To 'troubleshoot' and safeguard our students supporting them to resolve issues and referring to appropriate teams as required.

Key responsibilities

- To be a member of the Student Support & Inclusion Team, setting high standards and expectations for students
- To supervise the College campus including the transport area and bus arrivals / departures, monitoring sessions and student behaviour.
- Patrol College grounds during core hours and challenge poor behaviour and unsafe practice with a resolution focused approach
- Build a positive rapport with students by actively engaging with them
- Encourage students to adhere to the Student Code of Conduct (ABC).
- To ensure health and safety, safeguarding and College regulations are always maintained
- Challenge students who are not wearing a valid badge and lanyard.
- To be responsive to situations and diffuse conflict when appropriate



- Help students if they are in need by signposting to the appropriate team or take the lead in resolving low level issues.
- Develop relationships with staff across the College
- Use college systems to report incidents and follow appropriately with colleagues where appropriate
- Investigate issues with the support of the Safeguarding & Inclusion Managers
- Report on student behaviour and the views of students when required
- Attend student voice meetings and other meetings as required
- Develop awareness of behaviour strategies to better support students in resolving issues
- Encourage students to drive safely on college grounds
- Work closely with the wider Student Support & Inclusion Team to ensure students receive the correct support
- To patrol the local area to support retailers in the local area and so the college community is assured of the commitment to tackle anti-social behaviour should it arise.
- Take the lead in having a visual presence in communal areas at key times, such as the College canteen, LRC and College grounds to encourage appropriate and respectful behaviour from the students
- Organise and deliver cross College enrichment activities that promote independence and develop personal, social and employability skills of learners
- Actively promote and embed the Learner Involvement Strategy by actively engaging with students cross the College

Professional Standards

- Exemplify behaviours which drive behaviour in-line with professional standards.
- Maintain up-to-date knowledge of developments and best practice in your area to provide sound professional advice to the staff.
- Actively participate in professional development and training activities, developing your own personal networks and reflecting on your own performance.
- Be a role model of excellence and professionalism for all staff and students.

Responsibilities common to all Staff

- To establish, maintain and develop professional working relationships with colleagues.
- Follow all agreed Quality Assurance Mechanisms operating within the College and contribute generally to the establishment and development of a quality provision/service.
- The College operates a Performance Management Review Scheme through which objectives and development plans are agreed. All staff are required to participate in the scheme and, with their manager, are jointly responsible for the completion of agreed actions.



- The College is keen to ensure the health and safety of students, staff and visitors. All staff are responsible for complying with the Health and Safety at Work Act 1974 and ensuring no-one is affected by individual acts or omissions.
- The College aims to be a place in which people can work and study free from discrimination. All staff and students are required to comply with the College's Single Equality Scheme.
- To contribute to the College's Mission, Values and British Values.
- To be aware of, and responsive to the changing nature of the College and adopt a flexible and proactive approach to work.
- All employees are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.
- To operate sustainably, ethically and responsibly, and to take action to increase efficiency and reduce consumption and waste

Responsibilities common to all Managers

- To establish, maintain and develop professional working relationships with colleagues.
- Follow all agreed Quality Assurance Mechanisms operating within the College and contribute generally to the establishment and development of a quality provision/service.
- To contribute to and promote the achievement of the College's Mission, Values and British Values.
- Participate in performance management review and take responsibility for the completion of agreed objectives.
- Participate in relevant professional development, ensuring others do the same.
- Ensure all staff and students comply with the Health and Safety at Work Act 1974.
- Ensure that all staff and students comply with the College's Equality & Diversity Policy.
- Be aware of and responsive to the changing nature of the College and adopt a flexible and proactive approach to work.



- Hold team meetings and disseminate College briefings, feeding back staff comments as appropriate.
- Accept responsibility for safeguarding, promoting the welfare of children and vulnerable adults and Prevent.
- To operate sustainably, ethically and responsibly, and to take action to increase efficiency and reduce consumption and waste
- Undertake any other duties commensurate with the grading of the post.

Review Arrangements

- This job description is not a rigid specification but identifies main responsibilities, which will be amended in the light of organisational need and in discussion with the postholder.

Working at the College

Our environment is inclusive, friendly and supportive, with high expectations for both staff and students. To thrive in our environment, you will need to be resilient, positive, able to work autonomously, have a strong work ethic, and put our learners at the heart of everything you do.

Our College values are:

We put our students and customers first - prioritising their inclusion, learning and progress, supporting their health and wellbeing and realising their potential

We recognise that people are our greatest asset – recruit and retain the most talented staff, investing in them to fulfil their potential, creating a wealth of opportunities for personal development and progression, creating a culture of co-prosperity, galvanising them through inclusive practice, recognising the difference they make and rewarding them for the work they do

We pursue excellence in all we do - a passion for inclusive, high quality education, training and skills solutions, holding ourselves to the highest possible standards, meeting (and exceeding) targets, making improvements, valuing creativity, supporting digital innovation and pedagogy

We embrace change - looking forward to the future, maintaining a growth mind-set, exploring new routes to inclusion, partnership and collaboration, harnessing AI safely and ethically for efficiency, digitalising and embracing new technologies, anticipating and responding to ongoing economic and social needs and demands



We collaborate and work in partnership with others - actively seeking opportunities to become more inclusive, working with others in the best interests of the college community and key stakeholders, delighting our customers

We operate sustainably, ethically and responsibly – adding social capital through inclusion, working to achieve net zero carbon targets and enhancing biodiversity, acting with integrity, with high levels of accountability and complete transparency, treating others fairly and with respect, communicating clearly, concisely and openly.

We are guided by the principles of sound financial stewardship and operational efficiency – balancing an inclusive educational character with cost effectiveness, ever-mindful of an increasingly risk-laden and unpredictable operational environment, the need for broader sensitivity analysis in budgeting and forecasting and the importance of mitigating risks that could affect the college's solvency.



PERSON SPECIFICATION

Qualifications

- Ability to be proactive and to engage young people. This is not an office-based role.
- 5 GCSEs A* - C, including Maths and English
- A Level's or equivalent
- Accredited First Aid qualification (or willingness to obtain prior to commencement of post)
- Hold full driving licence as will need to work across campuses

Desirable

- Hold a relevant Fitness Instructor qualification to support with supervision of gym sessions.

Experience and knowledge

- Experience of developing opportunities in a range of activities
- Extensive experience of working and communicating with young people
- Experience in education/public sector organisations is desirable
- Knowledge of safeguarding and student well-being also desirable

Skills and abilities

- Experience of developing opportunities in a range of activities
- Extensive experience of working and communicating with young people
- Experience in education/public sector organisations is desirable
- Knowledge of safeguarding and student well-being also desirable

Updated October 2025

