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|------------------------|---|
| <b>Post Title:</b>     | Residential Support Officer   |
| <b>Hours of Work:</b>  | 37 hours per week, Sunday to Friday – to be worked on a shift rota basis including evenings, nights and weekends. |
| <b>Place of Work:</b>  | The role is based at the Hadlow College site, with occasional travel to any of the College sites as required.     |
| <b>Salary:</b>         | Tier 5 Spot   |
| <b>Responsible to:</b> | Student Residential Manager   |

### **Summary:**

As one of the Residential Support Officers you will have responsibility for supporting residential students, including assisting in the planning, development and implementation of an interactive fun and robust enrichment programme for them, whilst they are studying and living at Hadlow College.

You will be part of a team providing 24-hour support, five days a week, and intervention that ensures the physical safety and wellbeing of students living in residential accommodation. You will liaise with colleagues from Estates, Student Support and the curriculum to ensure the holistic wellbeing of residents.

You will also focus on the positive engagement of residential students in all aspects of college life, from successfully completing their studies to participating in enrichment activities, including during the evenings. The role involves working with a case load of residential students, allocated by accommodation block, supporting them to develop their knowledge and skills to live independently whilst at college and beyond.

### **Main duties and responsibilities: -**

1. Be fully aware of the statutory guidance set out by the National Minimum Standards for the accommodation of students under 18 by further education colleges and the Ofsted inspection framework for inspecting residential provision in further education colleges. Highlight to the Student Residential Manager any standard where the college may be at risk of non-compliance and recommend and implement improvements where necessary and contribute to the preparation for the Ofsted inspection of under 18 accommodation provision.
2. Follow and promote the statutory guidance set out in Keeping Children Safe in Education and other relevant legislation for the accommodation, safeguarding and welfare of young people under 18.
3. Actively promote safeguarding in all areas of provision, including the wider College, and participate as a member of the Residential team to provide students with a secure environment in which to live, study and socialise.
4. Maintain regular safeguarding updates and formal refresher training every two years. Where relevant, undertake all duties within the Designated Safeguarding Lead (DSL) role.
5. Be responsible for the nightly residential curfew checks ensuring all under 18 students are back in their own accommodation blocks by 10:30pm.
6. Whilst on shift be responsible for student welfare and make referrals for specialist information, advice and guidance to the appropriate college team.
7. Work with a caseload of residential students to provide personal and social education that helps develop the knowledge, skills and attitudes needed for independent living and for life beyond college. Liaise with students and their parents/ guardians as necessary, ensuring that students are fully supported.
8. Complete block checks of communal areas daily. Complete weekly room checks of the accommodation blocks allocated to you.
9. Complete Block meetings and record learner voice and take action as appropriate.

10. Monitor student attendance and progress on their course, working with curriculum staff and Additional Learning Support to help students fully achieve their academic study programme targets.
11. Work with and support all residential students while on duty to ensure appropriate standards of engagement and behaviour are achieved.
12. Work with the Residential Manager to ensure full compliance with all safety procedures, and behaviour expectations during activities. Participate in the planning, organisation and delivery of the student enrichment, health and wellbeing programme, ensuring that a range of activities are available to students and risk assessments are documented in line with procedures.
13. Record all intervention with students through relevant college reporting and recording systems.
14. Share responsibility for effective liaison with students, parents/carers and with college staff on all issues relating to student safeguarding, welfare and pastoral support
15. Accurately report student incidents, including celebratory and disciplinary issues and deal with such incidents fairly and rapidly in accordance with college policies.
16. Work with the Student Residential Manager to ensure that any issues or problems are dealt with promptly, smoothly, and effectively.
17. Respond to any fire alarm in residential accommodation while on duty. Record all evacuations on the appropriate college system.
18. Be responsible for ensuring weekly fire point testing of all alarm call points in the residential village.
19. Hold a First Aid qualification (or work towards one) and attend refresher training as needed.
20. Implement all the relevant procedures, policies and codes of practice required by the college and by the Residential Care Standards.
21. Actively participate in college meetings and training as required.
22. Ensure that college premises relating to the student village and scheduled activity are locked and unlocked when necessary, e.g., the student common room, the gym.
23. Ensure that residential provision promotes equality of opportunity for all learners.
24. At all times model professional behaviour and attitudes to maintain effective communication with students, guardians, stakeholders and colleagues.
25. Undertake any other reasonable duties as required by managers.
26. If you are living in residential accommodation attached to this role you will also be required to:
  - Respond as necessary to security alarms.
  - Be available to work in the event of adverse weather conditions e.g., where non-residential staff are unable to get in.
  - Cover shifts as and when necessary, in the event of emergency cover needed.
  - Provide back up in the event of an emergency/critical incident when not on duty.
  - Be contactable via the residential back up phone for emergency situations – while students are in residence.

**All employees of the College are expected to work in such a way that delivers the following behaviours:**

1. Customer focussed, through a “can do” attitude.
2. Consistent and reliable.
3. Has a collaborative, supportive and tolerant approach.
4. Reflective, and embraces new initiatives in order to improve performance.

**These behaviours will form part of the criteria within Appraisal process.**

## PERSON SPECIFICATION

| Criteria   | Essential | Desirable | Method(s) of Assessment<br>(Application form / Interview / Selection Task) |
|--|-----------|-----------|--|
| <b>1) Qualifications</b>   |           |           |  |
| Professional / Vocational qualification L3 or equivalent.  | ✓         |           | Application  |
| Level 2 in English and maths.  | ✓         |           | Application  |
| First Aid qualification or the willingness to obtain within the first 12 months of employment  | ✓         |           | Application  |
| Up to date safeguarding training.  | ✓         |           | Application / Interview  |
| Hold a relevant counselling / mentoring /youth work qualification  |           | ✓         | Application  |
| <b>2) Knowledge</b>  |           |           |  |
| Knowledge and understanding of current student issues  |           | ✓         | Application / Interview  |
| Understanding of equal opportunities issues in an education context.   | ✓         |           | Application / Interview  |
| An understanding of safeguarding and its importance within a college environment.  | ✓         |           | Application / Interview  |
| Knowledge of welfare systems   |           | ✓         | Application  |
| <b>3) Experience</b>   |           |           |  |
| Experience of working in a college, residential setting, or similar environment  |           | ✓         | Application / Interview  |
| Team player with flexible approach   | ✓         |           | Application / Interview  |
| Experience of working with young people on a personal and social development programme or in a mentoring role.   | ✓         |           | Application / Interview  |
| Experience of dealing with a range of student support and disciplinary situations  | ✓         |           | Application / Interview  |
| <b>4) Technical Skills/Abilities:</b>  |           |           |  |
| Strong administrative and IT skills (Microsoft Office) and the ability to utilise and maintain electronic records.   | ✓         |           | Application / Interview  |
| Ability to communicate effectively both verbally and in writing with students, staff, parents/carers, and other professionals  | ✓         |           | Application / Interview  |
| Excellent organisational and time management skills and ability to use initiative while working collaboratively as a part of a team, sharing knowledge and learning with colleagues as necessary | ✓         |           | Application / Interview  |
| High level of professionalism in own conduct and in relationships with others, including the ability to ensure confidentiality   | ✓         |           | Application / Interview  |
| Ability to remain calm, assertive, and professional in difficult situations  | ✓         |           | Application / Interview  |
| Ability to confidently and appropriately work with young people to challenge inappropriate behaviour, actions, and attitudes.  | ✓         |           | Application / Interview  |
| Suitable to work with children, young people, and vulnerable adults and to communicate with them effectively.  | ✓         |           | Application / Interview  |
| Ability to work as part of a shift rota system (including, evenings, nights and weekends) to meet the needs of the students and college  | ✓         |           | Application / Interview  |
| Ability to work alone and be self-motivated whilst ensuring duties are complete to deadlines.  | ✓         |           | Application / Interview  |
| Full clean current driving licence   |           | ✓         | Application  |

## General

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

All staff are expected to be professional, co-operative, and flexible within the needs of the post, their team and the College and to comply with the College employment policies and procedures but in particular the Code of Conduct, DBS, Health & Safety and Data Protection Policy, which can be located on the College StaffNet system or via the HR Department.

Please sign as confirmation of your understanding and acceptance of the role. You should retain one copy for your records and return one copy to the HR Department.

Sign: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_