

- Post:** Learning Support Manager
- Place of Work:** This role is primarily based at one campus (either Dartford, Gravesend, Tonbridge or Hadlow), but the nature of the work may require travel to any of the College sites as required.
- Hours of Work:** 37 hours per week (Monday to Friday) / 52 weeks per annum (pro-rata for Gravesend (22.5 hours per week))
- Salary:** Tier 2 Spot Salary
- Accountable to:** Head of Learning Support
- Responsible for:** Learning Support Coordinator, Administrator and higher tier LSP's

Summary:

To manage and oversee all aspects of the daily operational requirements of additional learning support for students with EHCP's and SEND for a designated campus and to ensure the College meets its statutory duties around EHCP's.

Duties, Responsibilities and Accountabilities:

People Management -

- To lead and manage a team within the Learning Support Department at a designated campus, setting high professional standards and leading by example to ensure that learners with EHCP's and SEND consistently receive the support required
- To proactively manage the performance of directly line managed staff; including appraisals, supervision, attendance, staff development and associated people matters, ensuring professionalism, accountability, fairness and compliance with employment law, College wide requirements and departmental expectations.
- To conduct observations of the wider team to support staff development, drive continuous improvement and ensure high standards of practice and business needs are consistently met.
- To proactively lead any recruitment for the team on the campus in which you are based to successful conclusions.

Legal/Statutory Duties -

- To champion and model the College's approach; leading an inclusive culture across all aspects of the business to meet and exceed the requirements of the Equality Act 2010. This includes raising awareness of SEND throughout the College, providing clear guidance and support on differentiation, inclusion and independence strategies, and embedding a culture where all staff take anticipatory responsibility for supporting learners with SEND.
- To maintain good knowledge of the SEND Code of Practice 2015, as well as other key pieces of legislation, ensuring statutory requirements are met and best practice is consistently upheld across the campus.
- Ensure that students and, where appropriate, parents and carers receive high-quality advice, information and support regarding the "Local Offer" during transition to the College, whilst on programme and on leaving the College, to support positive transition destinations.
- To ensure that support strategies and interventions identified within EHCP's are implemented effectively, consistently and in line with college resources.

- To ensure completion of all in year and annual reviews for all learners with Education Health and Care Plans (EHCP) within statutory timescales, including effective liaison with local authorities and external agencies. coordinating key staff and holding them to account for meeting these statutory duties.
- To ensure any legislative or procedural changes are implemented at the direction of the Head of Department and any statutory guidance set by government and local authority is considered with ongoing developments and operational requirements.

Operational -

- To maintain oversight and awareness of the needs and demographics of learners with EHCPs and SEND across designated campuses, working collaboratively with colleagues across business areas to ensure records, systems and processes are accurate and effective.
- Ensure colleagues across wider teams and departments understand and fulfil their duties and responsibilities in supporting statutory processes relating to EHCPs and SEND support, and are guided appropriately on approaches to embed inclusive learning strategies in their curriculum and/or business operations.
- To support and lead with aspects of Ofsted inspections, as well as other important visits or audits (such as Local Authority visits) as directed by the Head of Department
- To support the Head of Department with accurate and timely data collection relating to SEND
- To support the Head of Department with gathering information relating to high needs funding, within required timescales.
- To oversee and actively contribute to the onboarding process of learners with EHCP's and SEND, ensuring an efficient, supportive and effectively co-ordinated process so that student needs are accurately identified and recorded on college systems.
- To use application, interview and taster day data to proactively identify students who may require additional support, particularly those without an EHCP, facilitating early intervention and support planning.
- To support with local authority consultations where required, including during College holiday periods
- To support, and where appropriate, lead highly complex annual review meetings to successful completion.
- To lead and manage the planning and delivery of high-quality learning support across a range of contexts and delivery methods, including one to ones, small groups, in-class, workshops, as well as specialist interventions from external partners, such as Speech and Language services and specialist teachers, in line with the requirements of EHCP provisions.
- To coordinate and lead progression discussions with colleagues across curriculum areas regarding young people with EHCPs, supporting effective future planning and placements
- To support with safeguarding concerns relating to learners with EHCPs, as directed by the Safeguarding & Welfare Team
- Maintain accurate, timely and auditable ALS records using appropriate College systems, demonstrating excellent compliance and attention to detail.
- Ensure the process for identification, assessment, and application for exam access arrangements are managed effectively and in line with JCQ and Awarding Body specifications.

- To be the point of contact for JCQ visits at designated campus where colleagues managing EAA are unavailable.
- Contribute to the development, implementation and embedding of high-quality service standards within the Learning Support Team and across the wider college, promoting continuous improvement.
- Ensure that personal knowledge, and that of the Learning Support Team, remain up to date regarding changes to relevant legislation and guidelines.
- Monitor the training and development needs of staff within the department and, in collaboration with the Head of Department, implement appropriate training for both self and staff.
- Where required, to attend and contribute professionally to multi agency meetings involving SEND learners, representing the College positively.
- To attend College Open Events across the academic year and provide professional support or guidance to young people and their families.
- Provide exams support in accordance with JCQ and awarding body criteria, including invigilation where required.
- To attend meetings as required to provide and receive updates, contributing positively, constructively and professionally representing the ALS department
- To ensure effective transitional arrangements are in place for new and existing students, by supporting the Placements & Review Coordinator
- To undertake any other reasonable duties as required by management.

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.
5. Leads by example.
6. Results Focussed.
7. Manages resources, performance, and risk.
8. Champions effective change.

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

PERSON SPECIFICATION			
CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED BY <i>(Application, Task, Interview)</i>
(1) Qualifications:	√	√	
Good standard of education (including GCSEs or equivalent at grade C (or equivalent) in English and Maths)	√		Application / Interview
Teaching qualification		√	Application / Interview
An appropriate qualification to complete assessments for and completion of exam access arrangements processes		√	Application / Interview
(2) Knowledge to include:			

Comprehensive knowledge and understanding of the SEND Code of Practice, in particular its application within FE Colleges	√		Application / Interview / Task
Strong understanding of the Children & Families Act 2014 and Equality Act 2010 and associated statutory duties for FE Colleges	√		Application / Interview / Task
Strong working knowledge of statutory safeguarding policies including (but not limited to) Keeping Children Safe in Education, Working Together to Safeguard Children, The Prevent Duty and Safer Recruitment		√	Application / Interview / Task
Good knowledge of the new Ofsted Education Inspection Framework, particularly in relation to Inclusion and supporting students with SEND	√		Application / Interview / Task
(3) Experience to include:			
Leading and chairing EHCP annual reviews, in line with statutory process	√		Application / Interview / Task
Successfully managing and developing a team of staff to deliver high quality services, ideally within SEND environment	√		Application / Interview
Working collaboratively to build and maintain effective working relationships with wider professionals to improve outcomes for service users	√		Application / Interview / Task
Managing successfully statutory EHCP consultations and associated processes	√		Application / Interview
Developing, designing, implementing and evaluating targeted interventions for learners requiring support above normally available provision		√	Application / Interview / Task
Supporting exam concessions (practically and administratively)		√	Application / Interview / Task
Using data to monitor impact and positively develop and improve systems and processes	√		Application / Interview / Task
Supporting and contributing to Ofsted inspections, taking an active lead in evidencing effective provision of supporting students with SEND		√	Application / Interview / Task
(4) Skills and Attributes to include:			
Strong people management skills with the ability to motivate, develop and hold teams accountable for performance	√		Application / Interview / Task
Proactive and solution focussed, with the ability to analyse, assess and use creative solutions to resolve complex challenges	√		Application / Interview / Task
Ability to lead and manage change positively, securing engagement and continuous improvement	√		Application / Interview / Task
Excellent communication, influencing, interpersonal and teamwork skills, with the ability to manage challenging conversations and resolve conflict successfully	√		Application/ Interview
Strong organisational skills with the ability to manage time effectively to prioritise competing	√		Application/ Interview

demands, manage workloads and meet tight deadlines			
Commitment to equality, diversity, inclusion and safeguarding, promoting positive outcomes for all learners	√		Application/ Interview

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 and in particular the Code of Conduct, DBS, Health & Safety and Data Protection Policy. All policies can be located on the College StaffNet system or are available on request via the People Department.

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

Sign: _____

Print: _____

Date: _____