

## Job Description

Job Title	DEPUTY ENGAGEMENT MANAGER
Salary Range	Support Scale, Fixed Point 35 £35,134 per annum
Section	Engagement
Hours per Week	37
Terms of Employment	Full Year Permanent Support Contract
Annual Leave Entitlement	28* Days + Bank Holiday and College Closure Days
Responsible to	Head of Engagement

\*2 days to be taken on identified dates during the Christmas closure period as notified on the College Calendar

### Job Purpose:

- To support the Head of Engagement to review, develop and implement the College's Engagement strategy.
- To oversee the effective day-to-day management of the Student Engagement team, taking responsibility for quality improvement and delivery of student-centred services.

Our services operate Monday-Friday between 8am-7pm, depending upon the time of year, so you will need to work flexibly. There may be occasional weekend work, for which time off in lieu will be given. Due to the nature of the service, leave cannot be taken during busy periods e.g.) induction week.

### Key Tasks / Responsibilities:

- Lead, manage and support the Student Engagement team to ensure an effective and efficient service is provided, setting service standards and identifying, monitoring and reviewing staff targets.
- Oversee the efficient provision of a range of services to students and staff, including the running of The Hex Student Learning Centre and Reception; the CEIAG service; student admissions; student financial support, learning resources and extra-curricular activities.
- Lead on the development of the College's digital and physical learning resources, monitoring use and reviewing effectiveness, through collaboration with curriculum areas.
- Support the Careers Coordinator to implement Gatsby Standards in all aspects of the College's careers programme and CEIAG delivery.
- Support the Head of Engagement and the Careers Coordinator to secure MATRIX and Quality in Careers Standard accreditation.
- Liaise effectively with Head of Learning Support and Safeguarding Manager to ensure appropriate referral of ALS and safeguarding related issues.
- Coordinate the delivery of induction tutorials to groups of students about learning resources and student support services.

8. Lead the team in the planning and delivery of activities / resources related to Student Voice, open evenings and in-house student events.
9. Deputise for the Head of Engagement, attending internal and external meetings and overseeing management of the wider Engagement team, in their absence.
10. Support the Head of Engagement in the planning and management of financial resources, controlling budgets and expenditure.
11. Engage effectively with central cross-College teams to ensure high standards of compliance in e.g. Health and Safety, Information Services, Finance and Personnel
12. Liaise and network with relevant external agencies and make appropriate referrals.
13. Other duties commensurate with the grade of post.

#### **College Responsibilities:**

- Contribute to the quality improvement process;
- Work within health and safety guidelines and be aware of your responsibilities for health and safety;
- Adhere to College policies and procedures;
- Promote and safeguard the welfare of young persons and vulnerable adults;
- Value diversity and promote equality and diversity;
- Undertake professional development to ensure skills and qualifications are up to date;
- Participate in meetings and events as required.
- Work co-operatively with colleagues and show commitment to the College and its mission;
- Adhere to College Values: **Collaborative; Inclusive; Aspirational**

Disclosure & Barring Service: **This post is subject to an enhanced DBS criminal check.**

## Person Specification

Attributes	Essential	Desirable	Measured by
Experience	<ul style="list-style-type: none"> <li>• Experience of working with young people</li> <li>• Experience of supervising / managing staff, preferably in an education environment</li> <li>• Experience of providing information, advice and guidance in a relevant setting (education, youth work etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering workshops to groups of young people /adults</li> <li>• Learning and digital resources experience</li> </ul>	Application form and interview
Qualifications	<ul style="list-style-type: none"> <li>• Level 3 qualification in a relevant subject</li> <li>• GCSE Maths and English Grade C or above (or equivalent Level 2)</li> </ul>	<ul style="list-style-type: none"> <li>• Careers / IAG qualification</li> <li>• IT / digital qualification</li> <li>• Management qualification</li> <li>• Teaching qualification</li> <li>•</li> </ul>	Application form and interview
Skills / Abilities	<ul style="list-style-type: none"> <li>• Excellent organisation and project management skills, able to work autonomously</li> <li>• Insight /understanding of the types of issues affecting young people</li> <li>• Effective communication &amp; negotiating skills</li> <li>• Ability to work with clients from different backgrounds and give information in a clear, non-judgemental and impartial manner</li> <li>• Ability to work within confidentiality guidelines &amp; understanding of data protection issues</li> <li>• Relevant knowledge of LMI and of education and career pathways</li> <li>• Excellent IT and digital skills</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with Heritage</li> <li>• Expertise with EBS</li> <li>• Up to date knowledge of information and educational technology to support student learning</li> </ul>	Application form, interview and tasks
Personal	<ul style="list-style-type: none"> <li>• Self motivated &amp; enthusiastic</li> <li>• Strong interpersonal skills</li> <li>• Ability to remain calm and work under pressure</li> <li>• Tactful &amp; diplomatic approach to staff and students</li> <li>• Commitment to updating professional knowledge and capabilities.</li> <li>• Reliable and flexible approach</li> <li>• Ability to work effectively with internal and external colleagues at all levels</li> <li>• Tact and diplomacy when working with students and staff</li> </ul>		Application form, interview and tasks

\* You will be required to undertake a Literacy and/or Numeracy assessment at, or immediately after interview, if you do not have these qualifications or cannot provide the relevant certificates

# Our Values



## Collaborative

### Agreed behaviours

- Work together to maximise opportunities
- Build strong and productive relationships
- Support each other to achieve shared goals
- Communicate in an honest and trustworthy manner
- Learn from each other



## Inclusive

### Agreed behaviours

- Listen and value the views of others, demonstrating mutual respect and empathy
- Create a welcoming, safe and supportive environment
- Promote a sense of community, belonging and pride in place
- Champion equality, diversity and opportunity for all



## Aspirational

### Agreed behaviours

- Lead by example, role modelling high standards
- Celebrate progress and achievement
- Take responsibility and be accountable
- Embrace new challenges confidently
- Continually strive to improve