

JOB DESCRIPTION

JOB TITLE:	Learner Engagement Officer
DEPARTMENT:	Learner Safeguarding and Wellbeing
RESPONSIBLE TO:	Learner Support and Wellbeing Team Leader
RESPONSIBLE FOR:	No Subordinate Staff
PURPOSE OF JOB:	Support the delivery of the wellbeing and welfare services for students, working closely with the Learner Safeguarding and Wellbeing Team. This role involves providing comprehensive wellbeing support, including one-to-one consultations and engagement activities, while identifying and addressing barriers affecting student participation and attendance, working flexibly across campuses as required.

MAIN DUTIES AND RESPONSIBILITIES:

1. Serve as the first point of contact for all learners, providing support by listening to their concerns, offering guidance, and addressing their needs. Where necessary, facilitate referrals for academic support or to the safeguarding team, ensuring students receive timely and effective assistance.
2. Engage with learners around the campus to maintain a strong, visible presence and ensure students can easily access support and proactively initiate conversations with learners to check on their well-being, offer support, and encourage engagement with available resources.
3. Work proactively with early help services to identify and address the wider needs of students, recognising that challenges outside of education—such as mental health concerns, financial difficulties, family issues, or social barriers—can impact their learning and well-being.
4. Offer guidance to students and their families, signposting them to relevant services and resources while monitoring progress to ensure sustained support and positive outcomes.
5. Support Care Experienced Learners collaborating with curriculum staff, parents, local authorities, and social services to ensure a coordinated approach in providing appropriate interventions that promote engagement and success.
6. Effectively support student transitions for all potentially vulnerable learners and work closely with key services to identify any barriers to learning, including academic challenges, emotional well-being, financial difficulties, or social factors. Develop support plans to address these barriers, ensuring learners have the necessary resources and guidance to engage fully in their education.

7. Use data effectively and collaborate with Curriculum staff to identify and support students facing engagement or attendance challenges ensuring robust action plans are implemented for successful and positive outcomes.
8. Maintain detailed records of interventions to track trends, identify areas needing targeted support, and submit timely reports to the Team Leader Learner Support and Wellbeing, as requested.
9. Adhere to safeguarding, confidentiality, and reporting policies, ensuring compliance with all relevant procedures.
10. Maintain accurate and confidential records in line with the Data Protection Act and always take care to treat information in a confidential manner.
11. Develop and coordinate initiatives in collaboration with stakeholders to meet the diverse needs of learners.

General Duties and Responsibilities:

1. Participate in the Staff Performance Management processes and to undertake training based on individual and service needs.
2. Engage in the College's Professional Development (CPD) scheme to develop yourself in your role and the team.
3. Support inclusiveness within the college, taking a lead in creating and promoting a positive, inclusive ethos that challenges discrimination and promotes fairness, respect, equality, and diversity.
4. Promote the College values.
5. Comply with all College policies and guidelines in respect of your role, including health & safety, data protection and safeguarding.
6. Demonstrate positive personal and professional behaviour as specified in the College Code of Conduct.
7. Be an integral part of the College's Safeguarding and Wellbeing team.
8. Keep up to date with the skills required to fulfil the role.
9. Undertake any other duties commensurate with the role, as may be reasonably requested.
10. Take responsibility for protecting staff and learners and apprentices from all preventable harm as per College Safeguarding procedures.
11. Work across any College campus to undertake duties consistent with the post.

Please note:

This job description is a guide to the work you will be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.