

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:	To support learner wellbeing, engagement and participation by providing proactive early intervention and support for learners experiencing barriers to education. Working closely with curriculum teams, safeguarding colleagues and external agencies, the postholder will help identify concerns, coordinate support and promote positive learner outcomes. The role focuses on learner engagement, attendance, wellbeing and early intervention.

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. Develop positive and trusting relationships with learners, acting as a visible and approachable source of support and encouraging engagement with College services.
5. Offer guidance to students and their families, signposting them to relevant services and resources while monitoring progress to ensure sustained support and positive outcomes.
6. Support Care Experienced and other vulnerable learners, coordinating support with curriculum staff, parents/carers, local authorities and external agencies to promote engagement, achievement and successful outcomes.

7. 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.
8. Use attendance, engagement, wellbeing and achievement data to identify learners requiring early intervention, coordinate support plans and monitor progress to improve retention and achievement.
9. 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.
10. Support and contribute to learner review meetings and early intervention processes, ensuring agreed actions are recorded, monitored and reviewed to support positive learner outcomes.
11. Adhere to safeguarding, confidentiality, and reporting policies, ensuring compliance with all relevant procedures.
12. Maintain accurate and confidential records in line with the Data Protection Act and always take care to treat information in a confidential manner.
13. 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.