

**BPP Job Description**

**Job Title** Safeguarding and Learner Support Services Manager

**Department** Teaching, Learning and Assessment

**Location** Nottingham

**Contract type** Full time and permanent

**Hours of work** 37 hours per week

**Reporting lines** Head of Teaching Learning & Assessment

**Job Purpose**

To lead and manage a high-quality Learner Support Services provision which includes, safeguarding, additional learning support, careers education, information, advice and guidance (IAG), personal development and pastoral support.

The post holder will also act as the Designated Safeguarding Lead (DSL), and so will be accountable for ensuring the safeguarding of all learners, and that the business is meeting, in full, its statutory requirements relating to safeguarding and Prevent duty.

**Key Responsibilities**

* Develop and manage Safeguarding and Learner Support Services in line with the Buttercups vision and values, relevant statutory guidance and the Education Inspection Framework (EIF)
* Lead, motivate and develop a team to deliver an outstanding level of service to learners
* Ensure that the service provision is effectively promoted, differentiated where appropriate, and accessible to all learners

**Safeguarding:**

* Provide effective supervision and support for all team members with direct safeguarding responsibilities
* Liaise effectively with all relevant teams to ensure key safeguarding policies and procedures are in place and being complied with
* Maintain accurate and organised records of all safeguarding concerns brought to the attention of the safeguarding team by staff, learners, employers or others
* Produce a quarterly report detailing how statutory duties are being discharged for the Buttercups Board, together with relevant analysis, evaluation of trends / lessons learnt, and any actions required
* Oversee liaison between relevant external agencies and employers where required to ensure appropriate safeguards are in place
* Work collaboratively with relevant departments across the wider group to ensure efficiency in the service, sharing / implementation of best practice and ensure effective policies, procedures and training are in place to protect learners and staff
* Ensure a safe working and learning environment at all times
* Facilitate the delivery of safeguarding virtual classrooms to learners, using the opportunity to actively engage with learners on important matters
* Accountable for ensuring all staff are appropriately training for the purpose of their job role
* Undertake relevant DSL training / CPD and refresher training at least every 2 years.

**Learner Support Services:**

* Use learner voice to shape and embed a clear learner support service that reflects and meets the needs of learners and the business
* Oversee and ensure key policies and procedures linked to learner services are managed and effectively implemented
* Ensure learners are provided with impartial, timely and accurate career information, advice and guidance (IAG), leading to progression
* Ensure robust ALS provision, ensuring all learners on ALS register are receiving the right support at the right time, enabling learners to make required progress
* Implement pastoral support interventions that support on-programme retention and progression
* Lead an annual review process which focuses on outcomes and impact
* Oversee performance against agreed key performance indicators for the team
* Represent Buttercups in all relevant external quality assurance activity e.g. Ofsted, Matrix
* Participate in staff development, appraisal, and training as appropriate, including continuous professional development
* Promote an equal opportunities culture to ensure fairness of treatment to staff and learners with standards of behaviour based on treating individuals with dignity
* Ensure staff understand the equal opportunities policies and its statutory responsibilities
* Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the team.

**Skills, experience & qualifications required - Essential**

* Prior experience as Designated Safeguarding Lead (DSL) within the education sector
* Possess the relevant and required DSL Training
* Ability to effectively lead and manage a team
* Proven ability to manage complex and sensitive safeguarding matters
* Able to provide advice, guidance and training to staff at all levels
* Experience of working with a range of external stakeholders and building successful multi-agency partnerships/external relationships
* Attention to detail – keeping accurate written records of concerns and referrals.
* Experience of working with 16–18-year-olds and be able to understand relevant challenges
* Proven ability to work to quality standards / indicators e.g. EIF
* Experience of successfully leading pastoral intervention strategies that deliver positive outcomes
* Proven ability to manage elements of pastoral care, guidance and support including:
  + Complex safeguarding interventions,
  + Learner engagement,
  + The Prevent Duty,
  + Learner behaviour,
  + Mental health and personal development.
* Ability to write accurate management reports (including reports aimed at board level) on areas of responsibility
* High level of knowledge of relevant current legislative and best practice guidance together with the ability to put these into practice
* Evidence of innovation, enthusiasm and commitment to supporting learners to overcome barriers to progression and success
* Experience of creating and reviewing policies
* Ability to challenge decision making using professional knowledge, assessment and judgement
* Demonstrate a commitment to the process of continuous review, improvement and professional development
* Organised and methodical with the ability to analyse and interpret data
* Excellent communication and organisational skills

**Skills, experience & qualifications required - Desirable**

* Familiarity with learner tracking systems and software
* Knowledge of current issues within Further Education
* Possess a current driving licence or willing to travel as required by other means