



FASHION RETAIL ACADEMY

Job Description and Person Specification

Job title:	Student Support and Well-being Officer
Level:	Officer
Accountable to:	Student Services Manager
Key relationships:	Student Support team, Coaches & Mentors, Pastoral Tutors, Library & Learning Services, Tutors, Subject Leaders/Programme Managers, Programme Leaders, Heads of delivery, Head of Quality Assurance & Enhancement, Head of Data Compliance, Registry and other curriculum and delivery support teams and other support functions
Hours:	37 hours per week
Salary:	Officer salary grade

About the FRA:

The Fashion Retail Academy, awarded Ofsted Outstanding, is a unique, employer led college. It was founded in 2005 as a unique private-public partnership with investment from the retail industry matched by the government.

We offer a wide range of specialist fashion Diploma, Degree and Short courses, many of these exclusive to the FRA, for students of all ages with start dates throughout the year. Our courses are developed to provide the student with a combination of an in-depth knowledge of Fashion Retail and hands on practical experience of the work environment. Most full-time courses provide a guaranteed work placement with a major high street brand, ensuring graduates leave with a wide range of skills and experience to take them into the workplace.

Our success lies in providing the fastest route to work, simultaneously giving students vocational experience and support to find a job role on graduation.

Purpose of the role:

Under the direction of the Student Services and Well-being Manager, coordinate student support activities and provide a broad advice and support service to students to include but not limited to learning, SEN, well-being, social and enrichment support. To actively promote and help further develop the range of services provided by Student Services ensuring an inclusive, integrated, personalised service is delivered at all times with dynamism and passion and a genuine commitment to doing the very best by each and every student at the FRA across all curriculum strands.

FAST FORWARD YOUR FASHION CAREER

www.fashionretailacademy.ac.uk | T: 0300 247 4000 | T: +44 20 7307 2345 | E: info@fra.ac.uk

Fashion Retail Academy, 15 Gresse Street, London W1T 1QL

Registration No. 05507547 Charity No. 1119540



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Key accountabilities:

- To work closely and collaboratively with the delivery teams and other student support teams to provide broad proactive one-to-one support to students that promotes the best student experience, outcomes and success.
- Ensure accurate, timely and effective administration of student support processes in accordance with relevant frameworks, policies, procedures, and guidance.
- Provide outstanding customer service to students and other stakeholders of the service
- Take personal responsibility for developing self and the role to ensure that students' needs are prioritised and to contribute effectively to service development and delivery
- Role model appropriate and aspirational behaviours for students
- Contribute to creating a safe, secure, healthy and supportive environment for all FRA students

Key responsibilities:

- Ensure implementation of the FRA's behaviour management policies.
- Consistently encourage high standards of behaviour and positive relationships between students, their peers and the broader FRA community.
- Provide one-to-one well-being support, using appropriate means available, including other support services within the FRA and external services as necessary.
- Provide one-to-one support for vulnerable students, SEN, and any students facing disciplinary procedures or any students undergoing personal, health, academic, social or other challenges or who might benefit from one-to-one support for other reasons.
- Ensure that all student recreational facilities and other areas used for non-curricular student activities, are supervised and provide a broad range of enriching activities suitable for all students, including underrepresented groups.
- Monitor use of recreational facilities and develop innovative ways of encouraging all students to utilise these.
- Ensure that the range of enrichment activities are varied and contributes to students achieving the five outcomes of Every Child Matters and general personal and academic development.
- Support other student support services events and activities and ensure they are planned and organised within policy guidelines.
- Take an active role in the delivery of group tutorials and other promotional activities.
- Take an active role in planning and delivering a series of educational awareness campaigns and events working collaboratively with other teams and be comfortable with taking the lead on campaigns as necessary.
- Ensure the accurate and timely administration of processes relating to student support services activities and ensure records of one-to-one meetings are taken and kept securely in accordance with relevant policies
- Provide non-judgemental, advice and guidance to students on a range of issues such as drugs and alcohol awareness, health and well-being and other related issues such as smoking utilising other internal student support and external expertise and services as necessary.

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- Maintain confidentiality of records and meetings with students and deliver the service with high regard and respect to all students and users of the service.
- Accompany students on external trips and visits, ensuring that all health, well-being, safety, safeguarding etc. requirements are considered and met and any issues escalated as appropriate.
- Take an active role in student events, such as open days, career days, enrolment activities and support the student council and student voice and related activities.
- Be proactive across student support services covering for absent colleagues, and take an active part in team meetings, contributing to service performance and development
- Set a good example at all times in terms of language used with students, timekeeping, attendance and demonstrating appropriate professional behaviours
- Deliver role consistent with the FRA's Equal opportunity and Safeguarding Policies and ensure compliance at all times.
- Take an active role in developing professionally, mentoring new staff and taking part in formal appraisal and development processes.

Other:

- To perform any other duties consistent with this position as may from time to time be assigned to you anywhere within the Academy.
- To be committed to your own development through effective use of the Academy's performance review scheme and staff development processes.
- To support the delivery of the Academy's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the Academy's strategic plans.
- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in maintaining and promoting students' safety and security in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the Academy's Equality and Diversity policy at all times.
- **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with GDPR

This job description should not to be regarded as exclusive or exhaustive. It is intended as a summary outline of the areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.

Updated July 2018

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Person Specification

Essential		Desirable
Education	<ul style="list-style-type: none"> • A-levels • Commitment to CPD 	<ul style="list-style-type: none"> • Specialist professional certification in education/well-being or related subject area or equivalent.
Knowledge	<ul style="list-style-type: none"> • Practical understanding of equality, health & safety and safeguarding as it relates to this role • Good understanding of pastoral and well-being student support issues • An understanding of Every Child Matters • Working knowledge of referral services and local support agencies 	
Skills	<ul style="list-style-type: none"> • Good interpersonal skills to build good relationships with students and other colleagues • Excellent communication skills • Ability to deal with sensitive situations tactfully and with due regard for confidentiality • Ability to manage boundaries well • Good administrative skills • Excellent team player 	
Experience	<ul style="list-style-type: none"> • Relevant experience in a FE setting providing student support, welfare and/or related services on a range of issues to young people • Experience of developing and implementing creative student support initiatives • Experience of one-to-one support work with young people in a similar environment 	
Attributes/ Personal Characteristics	<ul style="list-style-type: none"> • Approachable, friendly, enthusiastic and professional approach • Proactive, self-motivated, flexible • Compassionate, empathetic with excellent listening skills and a genuine passion for supporting young people • Positive approach to change • Commitment to own professional development • Commitment to practicing the FRA's values 	

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Living and Practicing the Fashion Retail Academy's Values:

PROFESSIONAL – working with the utmost of honesty and integrity in all that we do, we care about the outcome

GOING THE EXTRA MILE – more than a statement, it's a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

INSPIRATIONAL – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

FLEXIBLE APPROACH – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

COLLECTIVE RESPONSIBILITY – every staff member takes responsibility for the FRA's direction of travel and innately understands how their work contributes to our strategic plan.

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