



FASHION RETAIL ACADEMY

Job Description and Person Specification

Job title:	Student Services and Well-being Manager
Level:	Manager
Accountable to:	Head of Curriculum & Quality
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:	Manager/Specialist 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:

To be responsible for the provision of a comprehensive, inclusive, personalised and integrated student, learning and well-being support service that includes but is not limited to coaching, mentoring and pastoral care, additional learning support, SEN support, well-being, counselling and enrichment services.

The post holder will drive, manage, and role model a dynamic and passionate student support service where every team member of the service is genuinely committed to doing the very best by each and every single

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



FASHION RETAIL ACADEMY

FRA student across all curriculum strands.

Key accountabilities

- Provide effective line and team management and development support to the Student Support Service, the Academic Pastoral, Coaching and Mentoring team, and the Library & Learning Resources team.
- Review, develop and implement effective frameworks, systems and policies that ensures a holistic, inclusive and accessible provision of student support services for all students to enable their success
- To work collaboratively with the delivery and delivery support teams to enhance the student experience
- Accurately monitor, report on and improve the performance of Student Services
- Provide outstanding customer service to students and other stakeholders of the service
- Contribute to creating a safe, secure, healthy and supportive environment for all students that promote the best student outcomes and success.

Key responsibilities:

- Reviewing, developing and implementing the FRA's behaviour management policy and strategies, to encourage high standards of behaviour and positive relationships between students, their peers and adults.
- Monitoring and improving attendance and punctuality ensuring the necessary policies and systems are fit-for-purpose, in place and implemented accordingly.
- Ensuring that there are effective protocols and systems in place to ensure the safety and wellbeing of all students at all times.
- To oversee staff, systems and structures and work with external agencies as appropriate to help students overcome barriers to learning both inside and outside of the FRA, in order to enable them to reach their full potential.
- To manage the implementation of and encourage good practice by promoting and championing safeguarding and child protection policies and procedures.
- With the Safeguarding Lead, receive safeguarding referrals and coordinate a procedure which addresses and prioritises the needs of those affected by liaising with any external agencies as necessary.
- To support the promotion of positive attitudes by students and families towards education and to ensure parents are aware of statutory responsibilities.
- To manage the maintenance of accurate, confidential and GDPR compliant high quality and accurate administrative records of all cases of safeguarding and child protection and related matters and any reports as and when required.
- Where required, liaise with external agencies and ensure they have access to all necessary information.
- To act as SENCO and conduct all duties as outlined and in accordance to FE SENCO/DFE requirements
- To liaise with FRA staff in initiating multi-agency referrals for students.

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



FASHION RETAIL ACADEMY

- To identify students who would benefit most from additional or SEN support, and in consultation with others formulate and implement an action plan for each student.
- To oversee First Aid in the FRA for students and ensure in collaboration with others that all health and well-being related policies and procedures are followed correctly.
- To review, develop and implement the FRA's policies for Inclusion, Equal Opportunities and Anti-bullying.
- Attend and participate in Attendance, Common Assessment Framework and Child Protection Conferences and Planning and Review meetings whilst working closely with colleagues at external agencies as required, some of which may take place out of normal working hours.
- Ensure effective implementation of admissions and leavers processes.
- To ensure that all medical and health related information is kept up-to-date and that relevant colleagues are aware of any medical requirements as appropriate.
- To support developing health and well-being care plans for students with medical needs in consultation with medical professionals and to ensure that relevant colleagues have the necessary training to implement any plans
- Be aware and secure compliance with policies and procedures relating to Safeguarding, child protection, health, confidentiality and data protection – reporting all/any concerns to the appropriate Safeguarding Lead.
- Support the Safeguarding Lead in coordinating a multi-agency approach to prevent and address any protection issues.
- To liaise and coordinate with colleagues and outside organisations regarding the Common Assessment Framework and to coordinate and monitor all referrals and recommendations.
- Work with the local authority safeguarding teams to ensure that staff and students have access to the most up-to-date advice.
- Implement effective strategies, e.g. protective behaviours, to develop a culture where students are safe and know how to report any concerns
- Communicate to relevant stakeholders re: attendance e.g. parents/carers and presenting, when required high quality reports to meetings, committees, SLT, Governors etc.
- Provide appropriate guidance, supervision and lead or assist in the training and development of Student Services staff and other FRA colleagues as appropriate
- Be a major contributor to the review and development of policies and procedures relating to safeguarding
- Lead induction training for new staff, visitors and volunteers on topics related to behaviour, safeguarding and attendance.
- To be committed to and participate in appropriate CPD, and actively engage in the FRA's performance development and appraisals processes.
- Appropriately deploy other trained safeguarding staff in supporting key students.

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



FASHION RETAIL ACADEMY

- Line manage Students Support Services team, Academic Support and Pastoral Staff and Library & Learning Resources team ensuring direct reports are clear on expected performance standards, are held accountable and the necessary coaching, challenge and support are in place to enable high standards for the Service
- To ensure that records of student information are accurate, kept up to date and complies with data protection policies and procedures
- To collate and produce statistical information with regards to attendance, safeguarding and other student services metrics.
- To implement creative initiatives to promote and make the service more accessible, inclusive, and personalised.
- When students are admitted to/ leave the FRA ensure that relevant records are transferred to external organisations as appropriate as soon as possible
- Oversee the deployment of resources and budget for Student Services

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

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



Person Specification

Essential		Desirable
Education	<ul style="list-style-type: none"> • Relevant professional or related qualification in relevant subject area • Commitment to CPD 	<ul style="list-style-type: none"> • Specialist qualification in health/well-being /coaching/counselling/ or related subject area or equivalent
Knowledge	<ul style="list-style-type: none"> • Comprehensive knowledge and understanding of equality and safeguarding as it relates to service provision • An understanding of current issues in FE & HE, in particular as it relates to pastoral and well-being student support issues • An understanding of Every Child Matters and its relevance to FE • Knowledge of local support agencies and key external relationships important to this role 	
Skills	<ul style="list-style-type: none"> • Ability to establish effective working relations and build trust quickly with a range of internal and external stakeholders at all levels (staff, students, visitors, governors, volunteers, external partners/agencies) • Effective communicator • Ability to contribute proactively to strategic development plans • Effective operational management • Ability to deal with sensitive situations tactfully and with due regard for confidentiality • Effective leadership and line management (high constructive challenge; high support) in order to develop team members and improve service delivery • Ability to identify potential for new services and more efficient ways of working, managing change effectively 	
Experience	<ul style="list-style-type: none"> • Substantial team management experience • Extensive experience of providing student support and welfare services on a range of issues in a similar environment • Experience of maintaining high quality standards and monitoring service delivery against agreed targets 	

FAST FORWARD YOUR FASHION CAREER



Person Specification		
Essential		Desirable
	<ul style="list-style-type: none"> • Experience of interpreting information and data from a variety of sources and producing high quality reports and being able to communicate/present data in a meaningful way to key stakeholders • Experience of developing and implementing appropriate frameworks, systems and procedures that ensures high quality service standards and customer service 	
Attributes/ Personal Characteristics	<ul style="list-style-type: none"> • Proactive, self-motivated, flexible – doing what needs to be done always prioritising students’ needs • Compassionate, empathetic with excellent listening skills and a genuine passion for supporting young people • Positive approach to change and comfortable working with ambiguity • Actively networking with other professionals in sector • Commitment to own professional development • Commitment to practicing the FRA’s values 	

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.

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