



## FASHION RETAIL ACADEMY

### **Student Services and Well-being Manager**

**Full-time (37 hours per week), Permanent**

**West End, London**

**Circa £40,000 per annum (dependent on experience) plus benefits**

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.

We currently have an opportunity available for a senior Student Support Services professional to join us in this newly created role. This post has been designed to bring together different strands of student support with the aim to provide a more holistic and integrated service where doing the very best by each and every student to enable their success is at the heart of service delivery.

The role will be responsible for the operational management and performance of a dynamic, passionate and personalised student support service that includes academic coaching, mentoring and pastoral care, learning support, SEN support, safeguarding, well-being, counselling and enrichment services.

The successful candidate will bring with them considerable experience of developing and implementing effective student support frameworks, systems and policies that enable the best outcomes and experience for our students. It is essential that you have experience of implementing innovative approaches to respond to the changing support needs of students.

You will have worked in a similar environment and must have a thorough understanding of the FE and HE landscape in particular as it relates to learning support, pastoral support, safeguarding and well-being matters.

In addition to being a credible leader, you will be a strong collaborator being comfortable working in a multidisciplinary team and you will easily build and maintain good working relationships internally as well as with key external networks.

Please see further information on the role outlined in the job description and person specification.

## **FAST FORWARD YOUR FASHION CAREER**

[www.fashionretailacademy.ac.uk](http://www.fashionretailacademy.ac.uk) | **T:** 0300 247 4000 | **T:** +44 20 7307 2345 | **E:** [info@fra.ac.uk](mailto:info@fra.ac.uk)

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

Registration No. 05507547 Charity No. 1119540



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## How to apply:

Please complete an application form and a confidential disclosure and equal opportunities form and send these along with your CV to [recruitment@fra.ac.uk](mailto:recruitment@fra.ac.uk).

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