CANDIDATE PACK



Job Title:
Campus Support Officer

LONDON SOUTH EAST COLLEGES

Part of Elevare® CIVIC EDUCATION GROUP

About Us

London South East Colleges is a thriving further education college with seven campuses across Bexley, Bromley, Greenwich and Lambeth.
Our ambition is to transform lives by the power of learning. We know that education has a hugely positive impact on people's lives and are passionate about helping people to realise their potential.

We are determined to make a positive difference to our local communities. Our college operates as a social enterprise, generating social value and supporting social mobility for all.

We constantly seek new talent to join our organisation and welcome applications from people with a wide range of skills and experience. We value our staff and are committed to investing in them and their futures – offering competitive salaries, benefits and training packages.



Our Mission, Vision and Values

London South East Colleges will endeavour to be true to its values and ensure we deliver on our mission: to provide leadership, knowledge, and resources to unleash the power of learning as an agent for social change.

Vision

Transforming Lives through the Power of Learning: We believe that education changes lives and communities for the better.

Values

Lead Locally

We take our public responsibility seriously. We serve communities and respond to their needs, creating social value and making a strong impact. We are more than education. We are leaders in the community

Act Responsibly

Acting responsibly is core to everything we do. We are ethical, we have integrity, and we operate responsibly, treating everyone with respect. We don't let people fail. We always do the right thing

Fearless Pioneers

One step ahead, we look courageously to the future and stand out with confidence. We take the lead in shaping the local and national agenda and are true pioneers of the sector. We are never afraid to take things on

Continuously Innovate

Through our sector-leading research and evidence-based policies, we promote best practice. We continually learn, looking outwards and inwards to support and improve the wider system through our innovative approaches

People First

We are inclusive to everyone. We take a principled and personalised approach by learning, listening and treating everyone as individuals. All decisions are made with people at the centre.

Job Description

Post: Campus Support Officer

Responsible to: Campus Support Supervisor

Grade: SP 17 - 19

JOB PURPOSE

To deliver Estates Department Services with a primary focus on the Campus Support function.

To ensure that each of the College's campuses are safe, secure and well maintained. The services these teams provide will deliver high quality environments for the College learners and staff.

To perform a range of duties that focus on providing our customers with a first-class service. The College will further enhance its reputation as an outstanding institution with safe, secure, healthy and welcoming campuses that are actively maintained.

KEY RESPONSIBILITIES OF THE JOB HOLDER:

•Monitor, offer support to others, and promote good learner behaviour across the campus, helping to create positive campus environments in close liaison with Curriculum teams and Student Services
•Monitor the use of public areas, teaching spaces, cafes, social areas and campus grounds and report/take appropriate action to stop unsafe activities

•Use appropriate and effective de-escalation techniques to positively manage learner behaviour

•Control access of personnel and vehicular traffic ensuring that only authorised persons are allowed on site, including checking of ID cards.

•Take immediate action in the event of an accident or incident, including the administration of first aid and completion of accident and/or incident reports in accordance with College procedures

•When required implement emergency procedures to ensure safe evacuation of the campus in case of fire or other emergency

•Work collaboratively with other members of the team to provide a prompt quality service for the operation of fire, security, CCTV systems using electronic and computerised facilities management systems and equipment
•To engage in enrichment activities designed to build better relationships with learner**s**

• To undertake patrols of College grounds and buildings, providing a visible and secure presence as well as escort unwelcome and undesirable visitors off campus

• Monitor local areas surrounding College sites to record and report any illegal activity involving College students.

• To gather intelligence on local and community issues and liaise with the Supervisor, and other managers, regarding its significance.

• Patrol and monitor car parks to maintain good order and prevent unauthorised parking, ensuring reserved parking is correctly dealt with.

• Be a key holder and lock and unlock College sites as and when required.

• To provide support in wider Estate tasks/duties when directed.

GENERAL DUTIES

The post holder will be required to:

• Perform any other duties as may be reasonably requested by the Principal, Director, Manager and Supervisor.

• To communicate effectively with all users of the site.

• Participate in appraisal and professional development as appropriate.

• Carry out duties with due regard to the college's policies on equal opportunities, health and safety, behaviour management and safeguarding.

• To maintain CPD currency and participate in appropriate external activities and in-service requirements, some of which may be mandatory.

This post requires a flexible working pattern as necessary to ensure that the service is fully accessible according to site opening hours, the events calendar and any special requirements, for example Open days and enrolment periods. Normal working hours will fall between 7.00 am and 10.00 pm, Monday to Friday with some Saturdays or weekend opening during the year. Exceptional circumstances may necessitate being in attendance outside of these hours. Evening and weekend work will be equitably shared on a rota basis and leave will be restricted during key periods. Attendance at staff development events is mandatory.

Person Specification for

Qualifications:	Essential	Desirable
Minimum of level 2 literacy and numeracy or willingness to complete	√	
To hold and maintain a SIA Door Supervision Licence	√	
Health and Safety Qualification (level 2 or above) or willingness to work towards		√
To hold and maintain a First Aid at Work Certificate or willingness to complete		√

Knowledge and experience:	Essential	Desirable
Previous experience in the security sector/cctv operations/youth work	√	
Experience in conflict management & de-escalation techniques	√	
Experience of customer service	√	
Experience of working with young people and/or vulnerable adults		√
Experience of working in a college environment		√

Skills and competencies:	Essential	Desirable
Proven ability to respond to difficult or emergency situations	√	
Ability to communicate in a calm and professional manner with students, staff and visitors at all levels	√	
Ability to work unsupervised as well as co-operatively and productively with other members of staff.	√	
Good digital and IT skills.		√
Ability to keep calm under pressure	√	
Ability to promote the College's Equality and Diversity Policy and a practical awareness of how to implement it.	√	
Ability to work in accordance with the College's Health and Safety Policy and other health and safety procedures e.g. risk assessments.	√	
Ability to work flexibly to meet changing needs	√	

Other qualities:	Essential	Desirable
Strong self-motivation with the ability to work under pressure.	√	
Must be flexible and prepared to work varying shift patterns	√	
Outgoing, personable, enthusiastic and determined	√	
Commitment to personal professional development	√	
An understanding of, and commitment to, the College's Health and Safety Policies	√	
Commitment to the provision of a high quality, student-centred service	√	
Commitment to safeguarding and promoting the welfare of children and young people	√	

General

The particular duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. All College employees are required to undertake the following general duties:

- Carrying out such other duties as may be reasonably requested by the line manager, or any more senior manager
- Compliance with health and safety policies and procedures and risk assessments
- Sharing in the College's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Awareness of the College's Equality and Diversity policies and targets, and actively promoting equality of opportunity
- Ensuring adherence with Risk Management Policy.
- To assist at College enrolment/promotional events/induction/open evenings as required (which will entail occasional attendance for which time off in lieu will be agreed)

Our STARS framework:

- **Standout -** we will stand out. We are a good education group with outstanding features. Keen to innovate, we create social value and push the boundaries to achieve more.
- **Teamwork -** we are a team. Together, we get the job done. Together we achieve our goals. It's everyone's job to step in and help.
- **Accountable** - we own our actions. We take responsibility. We are accountable for the decisions we make and how these affect others. We own this.
- **Respectful -** we respect everyone- full stop. Diversity is valued, and we maximise this as a talent and strength.
- **Striving** - every day we strive to be better. To achieve more. To continuously improve in all that we do. Individually, and as a group.




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