
YEOVIL COLLEGE – JOB DESCRIPTION

Job Title:	Campus Support Responder
Department:	Student Support Services
Hours:	37 hours per week, Term Time Only
Salary:	£21,246.76 [FTE £26,129 YC6.1]
Reports to:	Transitions and Enrichment Co-ordinator
Date of Issue:	September 2026

1. Job Purpose:

To offer a supportive and visible presence, to learners, staff and visitors within the College, always ensuring the safety and wellbeing of learners in and around campus. Responding to incidents where first aid or wellbeing support is required. Monitoring behaviour and supporting learners to making positive choices while conducting themselves around college. As a first responder the post holder will support the student services team identify and report Safeguarding concerns in our learner cohort signposting learners to the correct college support service when required and reporting following college procedures.

2. Key Objectives:

- To welcome learners, staff, and visitors in a friendly and supportive manner.
- To tour key areas of the College campus to monitor and encourage positive the behaviour of learners and the College community.
- To respond to first aid and wellbeing incidents around campus, administer first aid when required and liaise with outside agencies such as the Police or the Ambulance service
- To ensure campus security is maintained within the remit of the role, providing presence around all areas of the campus. Awareness of College campus activity and ability to access all relevant areas, adopting appropriate security measures.
- To operate within the core Student Support Services team supporting colleagues when required with all elements of student support
- To represent the College at its' open events supporting colleagues to welcome new learners and their families
- To be able to carry out college emergency procedures if required.
- Be responsive to situations, diffuse conflict when appropriate and manage situations, with a solution focussed, restorative approach.
- Promote awareness campaigns such as anti-bullying, drug, and Alcohol awareness in a range of positive ways to the support the personal development of our learners
- Promote FREDIE- Fairness, respect, equality, diversity, and inclusion in everything you do.
- Monitor and promote the wearing of college lanyards and confidently challenge both learners and colleagues to wear visible lanyards while on college premises.
- Monitor the use of social spaces ensuring learners behaviour is in line with The College values and expectations.

- To identify and support learners who are vulnerable and signpost to relevant support areas. Such as Safeguarding, Health and wellbeing, financial information, transport
- Work closely with the senior safeguarding officer and the Designated Safeguarding lead. (DSL) to ensure safeguarding concerns are reported and actioned effectively and in line with college policy.
- To ensure accurate records are maintained on student electronic record systems.
- Obtaining details and imposing sanctions on learners not following the College code of conduct. Including giving first stage warnings.
- To support in college investigations related to learner behaviour by taking statements and recording information and contributing to panel meetings.
- To review CCTV after incidents and report information through the deputy Designated safeguarding lead (DSL)
- To be responsible for CCTV incidents, making sure they are managed in accordance with college policies, with the support of student services.
- To respond to emergency calls
- To be the designated college first aider, including the administration of first aid and completion of accident and/or incident reports in accordance with college procedures.
- Spot the signs of learners experiencing poor mental health, be confident to start a conversation and signpost a person to appropriate support.
- To carry out any other duties as appropriate to the level of the post.
- Conduct yourself in a manner that shows respect for others and is within college policy with reference to Safeguarding and Health & Safety and procedures and Equality & Diversity policies.
- Build positive responsible relationships with learners, ensuring professional boundaries are maintained at all times

3. Other Duties

The Post Holder may be required to perform duties other than those given in the Job Description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post will be eligible for re-evaluation.

To participate in the College appraisal system and take responsibility for your own personal development.

4. Health and Safety

The post holder will agree, as part of the contract of employment, to comply with their duties under the Health and Safety at Work Act 1974, and any Health and Safety Regulations issued under the Act, and to cooperate with the College to enable it to carry out its health and safety duties under the Act. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, may lead to disciplinary action.

5. Equal Opportunities

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people, and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term 'safeguarding children and young people' embraces both child protection and a preventative approach to keeping young people safe. 'Safeguarding' therefore encompasses learner health and safety, bullying, meeting the

medical needs of those with medical conditions, providing first aid, security, support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College.

6. Safeguarding

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people, and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term 'safeguarding children and young people' embraces both child protection and a preventative approach to keeping young people safe. 'Safeguarding' therefore encompasses learner health and safety, bullying, meeting the medical needs of those with medical conditions, providing first aid, security, support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College.



Yeovil College – Person Specification
Post: Campus Security Responder – Term Time Only

	Essential	Desirable
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Previous Experience	• Proven experience of working positively with young people • Proven experience in encouraging positive behaviour. • Official, but friendly and welcoming approach. • Safeguarding trained or willingness to work towards	• Experience working as a safeguarding officer or experience working with young people and or vulnerable adults • Proven experience of working in a customer focussed environment. • Proven experience of working in an educational environment. • Experience with working with young adults (16+)., • CCTV operation. • Previous First Aid experience. • Trained in conflict resolution. or willingness to train
Qualifications	• GCSE English & Maths at grade C or above (or the equivalent or the willingness to work towards). • First aid training (or willingness to complete)	• First Aid qualification • Safeguarding trained (or willingness to work towards). • Training Course (willingness to work towards). • SIA CCTV operator license (willingness to work towards) • Fire training (willingness to work towards).
Special Skills	• Outstanding communication skills, a high level of emotional intelligence • Highly motivated and pro active approach to supporting young people • Highly professional approach with strong professional boundaries • Outstanding incident management skills. • Approachable but firm approach. • Ability to quickly defuse situations, conflict management.	• Good IT skills, particularly in the use of word processing and spreadsheets. • Incident report writing
General	• Able to be flexible in relation to working hours, which might include weekends from time to time.	• Current driving licence.
Personal Attributes	• Well-organised, self-motivated, flexible approach to work. • Able to work under pressure. • Ability to work on own initiative.	

	• Ability to cope with changing priorities and work in a busy environment. • Calm and measured. • Confident and approachable	
Equality and Diversity	• Understanding of equality and diversity in a learning environment. • Ability to promote learning and opportunity for all. • Be familiar with the values associated with FREDDIE	
Ability to demonstrate the College values	• Aspirational – High ambition, expectation, and effort. • Collaborative – In it together. • Exceptional – Innovative and enterprising. • Team YC – Doing amazing things.	

Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills, or experience required could be achieved through relevant training which the College is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidates' ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children and vulnerable adults. The candidates will also be tested with regards their openness to diversity.

Employment Checks

The appointment is subject to Yeovil College obtaining medical, Disclosure and Barring Services clearances, evidence to show you are legally entitled to work in the UK (under the Immigration, Asylum and Nationality Act 2006) and employment references satisfactory to us and evidence of relevant qualifications to the post.

Please note that if the above clearances and references are not consistent with the information provided by you then your offer of employment may be withdrawn.

Please be aware that this post requires an Enhanced DBS check based on the specific duties of the position.

The Police Act 1997 provides a statutory basis for certain criminal record checks to be used by establishments, to safeguard children and vulnerable adults to provide information on anyone seeking to engage in activities with children and young people which are exceptions to the Rehabilitation of Offenders Act 1974. Working at the College could involve substantial access to young people or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974. **You must therefore disclose any cautions, convictions or pending prosecutions you may have, even if they would otherwise be regarded as 'spent' under this Act.**

A conviction will not necessarily be a bar to employment at Yeovil College. Ask a member of HR for our 'statement on the recruitment of ex offenders'.

In performing our registered body duties, the College follows the Disclosure and Barring Service code of practice, and our Disclosure & Barring Service Handling Policy. Both these documents are available upon request from the HR team. The DBS Code of Practice can also be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/474742/Code_of_Practice_for_Disclosure_and_Barring_Service_Nov_15.pdf