

- Job Purpose:** To provide high-quality and responsible administrative support to the Safeguarding & Wellbeing and Additional Learning Support (ALS) teams, helping to support students with SEND and other support needs to succeed at College, and ensuring compliance with our duties to provide inclusive education.
- Responsible to:** Deputy Designated Safeguarding Lead
- Annual Salary:** Scale 3 of NJC Support Staff Salary spine, Points 5-7 (pro-rata)
- Hours of Work:** 37 hours per week, Term Time only
- Holidays:** College Holidays
- Pension Scheme:** Staff are auto-enrolled in the Local Government Pension Scheme, a contributory scheme with the option to opt out in a transitional period.

Key responsibilities:

- Act as the first point of contact for queries related to Additional Learning Support from students, parents/carers, external professionals, and college staff by monitoring team inboxes and escalating to colleagues as necessary, and providing clear, empathetic, and professional responses to enquiries via email, phone, and in person.
- Complete, update and maintain the database of student information to flag key groups and potential vulnerabilities and share essential information with colleagues as required, ensuring college systems are accurate and up to date.
- Take responsibility for the administration of online reporting system MyConcern, managing staff and student starters/leavers, archiving student profiles, maintaining local policy area, and ensuring compliance.
- Archiving of student files and shredding in line with College policy.
- Manage incoming and outgoing transfer of safeguarding and child protection files, liaising with Admissions and feeder school DSLs, maintaining receipt logs, and securely transferring files to ongoing educational destinations throughout the year.
- Liaise with Exams Access Arrangements Coordinator to manage calendars and book assessment appointments with the Specialist teachers, liaising with staff, students and parents as required.
- Support ALS and Safeguarding team with transition arrangements for incoming students, liaising with feeder schools as appropriate, and maintaining and updating information on our MIS.
- Contribute to the monitoring of SensoCloud, college filtering and monitoring system, liaising with Safeguarding team to action any concerns.
- Log and monitor completion of relevant staff training and compliance, reporting to Head of ALS and Safeguarding & Wellbeing Manager as required.

- Support the Head of ALS and Safeguarding & Wellbeing Manager with data reporting, raising and processing orders, filing, calendar management, confidential note-taking and general administrative tasks that may be required.
- Liaise with the Exams Access Arrangements Coordinator and Exams Team to procure assessment materials and licences.
- Contribute to the smooth running of the departments by supporting events, meetings, and training sessions.
- Maintain confidentiality and sensitivity when dealing with personal and educational information.
- Attend regular training as required, including mandatory DSL training provided by LA Education Safeguarding.
- To contribute to the college admissions and enrolment process as required, including supporting college open evenings and admissions events and supporting students to transition to Long Road.

General:

- To take part in the College's Performance Review and Development Scheme (PRD).
- To be responsible for Health and Safety within areas of own responsibility.
- To contribute to the college responsibility for safeguarding and promoting the welfare of young people.
- To observe the college's commitment to equal opportunities.
- To undertake any other reasonable duties which are reasonably comparable to a post of this grade.
- Assist the College to remain compliant with all GDPR regulations.

PERSON SPECIFICATION		
SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION/ TRAINING	<ul style="list-style-type: none"> • Educated to A Level or equivalent. • Willingness to undertake further training relevant to the post including DSL training provided by local authority Education Safeguarding. • Commitment to keeping up to date with safeguarding guidance including Keeping Children Safe in Education. 	<ul style="list-style-type: none"> • Degree or equivalent. • Completed training in safeguarding relevant to an educational setting, including recent DSL/DDSL training. • Evidence of training or interest in areas related to SEND or other support needs.
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> • Significant administrative experience, ideally in an educational or support services setting. • Familiarity with safeguarding and confidentiality protocols. • Experience of working under pressure to meet deadlines. • Experience of working in an environment requiring understanding of confidentiality and handling of sensitive information. 	<ul style="list-style-type: none"> • Experience of working with young people (16+) in an education or youth work setting. • Knowledge of working in education. • Awareness of current issues and developments for young people. • Experience of using safeguarding software such as My Concern.
SKILLS/ APTITUDES	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills, both verbal and written. • Ability to work independently and proactively, and complete tasks with the minimum of supervision. • Good proficiency in Microsoft Office. • Experience of using data management systems. • Ability to work to and meet various deadlines throughout the year. • Excellent organisational and time management skills. • High level of accuracy and attention to detail. • Understanding of need for confidentiality. 	<ul style="list-style-type: none"> • Evidence of experience or interest in working with young people with SEND or other support needs. • Proficiency in the use of and handling of numerical and graphical data.
Other requirements	<ul style="list-style-type: none"> • Interest in educational needs of students. • A commitment to deliver excellent standards of service for young people. • Flexible approach to working hours. • Enthusiasm and motivation. • Willingness to undergo an enhanced DBS check. • A personal commitment to relevant legislation and good practice in relation to equality and diversity and safeguarding and promoting the welfare of young people. 	

Last reviewed	March 2026
Reviewed by	Harriet Riches