**Job Title:** Head of Student Liaison and Security

**Reports to:** Assistant Principal – Pastoral

Responsible for: Student Liaison and Security Officers

**Job Purpose:**

The Head of Student Liaison and Security is responsible for creating a safe, supportive, and inclusive learning environment for students at the Sixth Form College. This role involves overseeing student behaviour, attendance, and welfare while ensuring effective security measures are in place. The post holder will lead a team of student liaison officers and security personnel to promote a positive student experience, well-being, and safeguarding.

**Key Responsibilities:**

**Student Liaison and Welfare**

* Support the Positive Behaviour and Sanctions Policy, ensuring a positive and supportive college environment.
* Support and implement the Student Code of Conduct, addressing non-compliance in accordance with the Positive Behaviour and Sanctions Policy
* Support the implementation of student support initiatives to enhance engagement, motivation, and well-being.
* Work closely with academic and pastoral teams to address attendance, punctuality, and behavioural concerns.
* Provide mediation and conflict resolution support for student disputes.
* Support students in overcoming barriers to learning by signposting to internal support services.
* Implement initial student disciplinary procedures, including the suspension of students where necessary, in accordance with student disciplinary procedures.
* Utilise the college's management information systems to update student records where necessary and obtain information to support the effectiveness of the student liaison service.

**Security and Safeguarding**

* Assist with the development and implementation of college-wide security policies and procedures to ensure the safety of students, staff, and visitors.
* Ensure the Student Liaison Team adopt a proactive approach to safeguarding and student safety.
* Conduct risk assessments and implement security measures to prevent and address incidents of anti-social behaviour.
* Ensure compliance with safeguarding policies and procedures, working closely with the Designated Safeguarding Lead (DSL).
* Monitor and respond to security incidents, including managing emergency situations effectively.
* Maintain responsibility for the Access Control system, ensuring user records are updated and unauthorised personnel are prevented from access.
* Carry out frequent audits of the access control system to remove inactive access cards and users.
* Work closely with the Health and Safety Officer and act as one of the main first aiders.
* Maintain records on incidents, accidents, and near misses when the Health and Safety Officer is absent.
* Act as Fire Marshal during emergencies, ensuring orderly evacuations and adherence to fire safety protocols.
* Have knowledge of the Prevent and Protect strategy and how this complements the college's safeguarding policy and procedures.
* Have knowledge and understanding of health and safety regulations and how these apply to the role, ensuring compliance in all security and student liaison duties.

**Team Leadership and Development**

* Line manage and provide leadership to the Student Liaison and Security team, ensuring effective performance and professional development.
* Conduct training and briefings for staff on student welfare, behaviour management, and security procedures.
* Promote a culture of collaboration, professionalism, and continuous improvement within the team.
* Produce the annual staffing resource strategy to ensure the student liaison and security service is effective.
* Devise and deploy rotas to meet the demands of the timetable.
* Have knowledge of direct reports' employment contracts to ensure rotas meet employment contract terms.
* Induct new staff and monitor their performance during the probationary period, providing feedback and support as needed.
* Carry out annual performance reviews of direct reports, identifying training needs and underperformance.
* Address capability concerns both informally and formally.
* Manage disciplinary incidents in accordance with college policies.
* Handle staff grievance issues both informally and formally, ensuring fair and appropriate resolutions.

**Collaboration and Communication**

* Build strong relationships with students, staff, parents, and external agencies to foster a safe and inclusive college environment.
* Work closely with local authorities, law enforcement, and community organisations to address external factors impacting student well-being and security.
* Maintain accurate records of incidents, interventions, and support provided, ensuring compliance with GDPR and safeguarding requirements.
* Prepare reports and present data on student behaviour, security incidents, and interventions to senior leadership.

**Daily Duties and Expectations of Direct Reports**

**Student Liaison Duties:**

* Supervise student arrival, break times, and departure to ensure orderly conduct.
* Monitor student behaviour in and around the college premises, addressing any concerns.
* Support students with welfare concerns, referring to appropriate college staff or external services.
* Assist in resolving conflicts between students through mediation.
* Maintain accurate records of student interactions, interventions, and behaviour incidents.
* Ensure students adhere to college policies, including attendance, punctuality, and conduct.
* Escort students as necessary to ensure their safety within the college environment.
* Respond to and report safeguarding concerns in line with college procedures.
* Support the implementation of student engagement initiatives to promote well-being.
* Support the cleaning staff by carrying out general tidying and litter clearing duties whilst patrolling internal and external areas.
* Support the caretaking team during busy periods to prepare for activities and events.

**Security Duties:**

* Monitor and control access to college buildings, ensuring only authorized individuals enter.
* Regularly patrol college premises to identify and address potential security risks.
* Respond to incidents promptly, managing conflicts and ensuring the safety of students and staff.
* Enforce college policies relating to visitor access, ensuring proper sign-in procedures are followed.
* Operate and maintain security equipment, including CCTV monitoring and Access Control system.
* Carry out routine checks of emergency exits, alarms, and other security measures.
* Assist with emergency response procedures, including evacuations and lockdowns.
* Conduct access control audits to ensure inactive access cards and users are removed from the system.
* Support the cleaning staff by carrying out general tidying and litter clearing duties whilst patrolling internal and external areas.
* Support the caretaking team during busy periods to prepare for activities and events.

**Person Specification:**

**Essential Criteria:**

* Proven experience in a student liaison, security, safeguarding, or pastoral role within an educational setting.
* Strong understanding of safeguarding, child protection, and Prevent duties.
* Excellent leadership, team management, and interpersonal skills.
* Experience in behaviour management and conflict resolution.
* Ability to work collaboratively with internal and external stakeholders.
* Strong organisational and problem-solving abilities.
* High level of discretion, confidentiality, and professionalism.
* IT proficiency and experience in maintaining accurate records and reporting data.
* Knowledge and understanding of health and safety regulations and their application in an educational setting.

**Desirable Criteria:**

* Previous experience in a Sixth Form College or further education setting.
* Security management experience, including risk assessment and emergency planning.
* Training in mental health first aid or student well-being support.
* First Aid qualification.

**Additional Information:**

* This role requires an enhanced DBS check.
* Some evening and weekend work may be required for college events and emergency situations.