

JOB DESCRIPTION

Post: Learning Support Officer (Student)
Grade: Band C
Directorate/Department: Human Resources,
Learning and Development
Sector/Section: Professional Development
Location: Hethersett Old Hall, Hethersett
Reporting to: Operational Trainer

Job Evaluation Ref:
D1783

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To coordinate the logistics, communication and planning of student cohorts so that a student officer and trainers alike have a single point of contact, surrounding the delivery and provision of the police degree programme.

2. Main activities of the role *(This list is not exhaustive)*

- Responsibility for the coordination and logistical planning of training for allocated cohorts ensuring rooms, speakers, trainers and assessment and delivery materials are ready for the delivery of each lesson.
- Communicate with student officers and trainers (including those from the nominated Higher Education Institutes) to ensure that students and trainers understand the delivery aspects of each student cohort
- Supervise the assessment process for the student officers under the Policing Education Qualifications Framework, working closely with the Higher Educational Institute provider to ensure quality assurance and completion of the Degree within the time-frames applicable
- Where appropriate positively direct students to established mechanisms surrounding their welfare in terms of absence, learning support aides, pastoral support and any wider concerns.
- Act as the single point of contact for a cohort of student officers for reporting attendance issues, resolving timetable issues and room allocations.
- Liaise with police trainers, under the direction of the Initial Learning supervisor to ensure pre-requisite activities linked to each subject have been passed to the student cohort.
- Support trainers in the delivery of lessons, supporting specific students who require more directed support or require additional learning support (i.e. the provision of different equipment, screens or coloured materials) as a consequence of a learning support plan.
- To transport (which may include the driving of personnel carriers) and coordinate student cohorts to their nominated learning environment, including checking attendance, materials and equipment to ensure the delivery of the lesson can progress in a timely manner.
- Completion of data records of student officers progress and assessment associated with the Higher Education Institute's or Constabulary people management systems.

- Act as role players in support of practical lessons.
- Any other duties that are commensurate with the role and grade as may be requested by management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabularies' commitment to equality and inclusion.

PERSON SPECIFICATION

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Directorate/Department: Human Resources, Learning and Development

Location: Hethersett Old Hall, Hethersett

Essential Criteria

1. Proven experience of maintaining accurate up-to date databases and of handling confidential and sensitive information.
2. Ability to form strong working relationships with colleagues, internal customers at all levels and external suppliers to influence and implement continuous improvements of processes.
3. Ability to adapt positively to change, promote change and encourage a positive approach to others.
4. Proven experience of Microsoft Office Suite, in particular writing statistical reports and creating Power Point presentations and MS Teams
5. Full driving licence and ability to travel within Norfolk and Suffolk and to other locations in the UK as required (training may be provided to the jobholder to drive personnel carriers which has a D1 license category requirement).

Desirable criteria

1. Relevant experience of working in a Learning and Development environment.
2. Knowledge of police training or wider delivery of educational learning.