

Job Title: Student Support Coordinator

Location: Tavistock Office

Salary: £26,000 to £30,000

Employment status: Employed, full-time, 37.5 hour/week

Amano offer you:

- A rewarding role with scope for further development into management
- Work within a professional and friendly team
- A competitive salary
- An annual performance related bonus
- Comprehensive training and CPD
- Innovative, easy-to-use Amano management systems
- The potential of flexible office/home based working.

Amano Student Support:

To meet the increasing demand for our high-quality support we now require an additional Student Support Coordinator to guide our specialist field-based consultants, build links with our higher education stakeholders, and to contribute to the management of our head-office team.

Amano is a provider of specialist learning support to disabled students studying in higher or further education, and to apprenticeship learners. Amano is an accredited Disabled Students Allowance provider offering academic student support across the South West. For 10 years our reputation has been built upon a professional, reliable and friendly approach to learner support.

Our students and learners report high levels of satisfaction, and our services positively impact their access to, success in, and progression from education.

The Amano approach gives:

- **Student focussed support**
- Academic support towards **goals and aspirations**
- **Hassle-free** arrangements
- **Student choice** and empowerment
- **Flexibility** in support delivery
- **Close collaboration** with academic institutions.

The Role:

As an Amano Student Support Coordinator, you will:

- Take responsibility for the matching and allocating of students to the appropriate support consultant, promptly, and to achieve the best learning outcomes.

- Provide effective advice, guidance and supervision to Amano consultants who are supporting disabled students and learners in various educational settings
 - This aspect of the role will include face-to-face, telephone, and remote support.
- Give guidance to Amano consultants on how the Disabled Students Allowance (DSA) and other learning support funding works.
- Communicate promptly and professionally with other DSA stakeholders e.g. assessors and university and college student support services.
- Communicate effectively with students, learners, and occasionally their family members to further their academic success and progress.
- Monitor student engagement with their support and follow-up when appropriate.
- Contribute to the effective and efficient running of the head office support team, and ensure the highest professional standards are maintained.
- Contribute to the development of the Amano innovative systems and procedures.
- Contribute to the marketing of Amano services.
- Ensure that Amano consultants are working to both the Amano standards and the quality frameworks and audit standards that are in place.
- Be required to complete Amano administration and record keeping promptly and accurately.
- Have oversight of, and ensure that personnel records are complete and accurate.
- Follow Amano safeguarding, health and safety, lone working, and professional and personal boundaries policies.
- Be prepared to travel on a regular basis across the south west region.

The Skills Required:

As an Amano Student Support Coordinator, you will:

- Have significant experience of supporting disabled student's learning under the DSA scheme or within a University setting.
- Have experience of providing one-to-one supervision to learning support workers.
- Have a good understanding of inclusivity and diversity in education and awareness of how the DSA and other funded learning/work support operates.
- Be able to guide a support consultant to assess a student's needs and establish an appropriate Individual Support Plan.
- Understand the needs, objectives, and constraints of others, but also have an awareness of student's strengths and moving them to independent learning.
- Have a good understanding of the particular demands of study in higher education or similar settings.
- Be able to clearly assess (and correctly advise) when a referral to, or 'signposting' to another service is required.
- Ideally have a good working knowledge of assistive technologies (AT) and related AT strategies to support learning.
- Have the ability to plan, prioritise and organise your own workload.
- Have excellent interpersonal, verbal and written communication skills.
- Have good competency in using office-based and mobile IT.
- Be proactive in maintaining your CPD.

Personal Attributes:

You will have bags of enthusiasm and energy directed towards the development of the highest quality learning support service. Your ability to consider innovative solutions by challenging conventions will set you apart. Encouraging the very best working atmosphere and outcomes within the team will be one of your key attributes. Attention to detail and accuracy will be one of your hallmarks and your communication skills will be of a professional level.

Essential Qualifications and Training:

You will be educated to degree level or be able to demonstrate equivalent experience.

You will be able to demonstrate other training in the past 2 years in a range of other relevant topics such as mental health and wellbeing, autism, specific learning difficulties, sensory impairment.

Application:

Please send your CV to graham@amanotech.com or call Graham on 01822 600060 for an informal discussion. It is anticipated that this role will commence on 1st October 2020.