

Student Experience Champions

Location: Milton Keynes – Chaffron Way Campus (MK6 5LP) OR Bletchley Campus (MK3 6DR)

Hours: Up to 37.5 hours per week (Variable hours Mon-Fri) – Initially hours will be available up to October half term with review of the role thereafter.

Flexible Working: We welcome applications from those seeking flexible or part time hours

Salary: £10.65 per hour

Start date: 30/08/2022 for induction and training

IN SHORT

Are you looking for flexible work in an exciting environment with a meaningful purpose?

Milton Keynes College are looking to engage a team of **Student Experience Champions** to support our Bletchley and Chaffron Way campuses in Milton Keynes as we commence our new term in September. We need a team of people to help everyone find their way around our sites, access resources and maximise their own learner experience. You will help set the tone for the new academic year, helping to create a positive atmosphere of engagement, enthusiasm, and respect and ensuring our learners know that support is always available to them. This role is at the heart of the College value “Belonging,” our intent is for all learners to feel part of the wider college community and to be invested in their learning experience.

This is a fast-paced and busy role which will require individuals with presence, excellent judgement and great communication skills.

Responsibilities include:

- Working closely with Curriculum Delivery / Teaching Teams
- Being a positive, energising presence in corridors guiding learners around campus and checking everyone is feeling safe and comfortable as well as adhering to College guidelines
- Providing guidance to learners throughout our induction period in how to access support and services
- Supervising lunchtimes and ensuring safety and wellbeing protocols are maintained at all times
- Supporting Progress Mentors and Course Team Leaders if any learner requirements are identified including learning support, information, advice & guidance, student finance / bursary or right course reviews
- Act as a mentor/buddy for students joining programmes after the start date, ensuring they are able to integrate and catch up with their peers

Confidence, empathy, compassion and positivity are vital in this role and full support will be provided.

MK College will treat all applicants fairly and with respect, irrespective of their background, disability or any other individual characteristic. We particularly encourage applications from people with backgrounds which are currently under-represented within Milton Keynes College. All offers made to successful candidates are subject to satisfactory outcomes to a range of pre-employment checks including a Disclosure and Barring Service check (DBS). In addition, security clearance is required for all prison services positions up to Counter Terrorist Check (CTC) level.

MAKE A DIFFERENCE

In this role, you will:

- Work closely with teams across the College to create a vibrant, positive and engaging experience for our learners as the College commences a new term and Academic Year
- Provide meaningful, appropriate and timely support to our learners as they begin their journey with us and become part of our culture by navigating / directing learners to appropriate points of contact or resources
- Help set the tone with learners by being engaging, enthusiastic and respectful at all times
- Be a listening ear for learners to share any concerns about their learning experience / study programme and signpost / report these concerns as appropriate
- Recognise and de-escalate situations that may arise between students
- Recognise when escalation is needed and refer to appropriate colleagues as necessary
- Liaise with teaching staff and all student facing colleagues to ensure learners have timely access to support
- Support colleagues in 'emergency' situations such as those requiring first aid or support with messaging and dispersal of people.
- Ensure that you are aware of and aligned with Milton Keynes College's Regulations, Strategy, and Objectives to work together to proactively advance Equality, Diversity and Inclusion and support the challenging of racism, prejudice and inequality, wherever it is found.

This job description is just a guide; you'll be expected to be flexible and perform any other duties as reasonably required of you by your manager and your role is likely to evolve and develop over time. In all your duties, you will be required to take reasonable care of yourself and ensure the safety of our students, your colleagues and other people with whom you come into contact at the College.

IT'S ALL ABOUT YOU

KNOWLEDGE, EXPERTISE & QUALIFICATIONS	<ul style="list-style-type: none"> • The skills and ability to manage large groups of students moving around the college • The confidence to address groups of students and manage behaviours that may appear challenging • Experience of working with diverse groups of people, ideally in a learning environment • Ability to act as a mentor/buddy to ensure students are integrated into the college and able to catch up with any work missed as a result of late starts • Ideally First Aid trained
IMPACT	<ul style="list-style-type: none"> • The personal skills and confidence to de-escalate potentially difficult situations • Credibility and capability to role model safe working practices in public spaces • The ability and willingness to actively promote an environment where safeguarding, equality diversity & inclusion is a key focus
QUALITY	<ul style="list-style-type: none"> • The ability to ensure a high standard of learner and colleague experience • The ability to uphold an environment that is welcoming, safe, inclusive and diverse
RESPONSIBILITY	<ul style="list-style-type: none"> • The ability to manage own workload and demonstrate a positive and self-motivated attitude • Ability to be flexible and generally cheerful in response to fast-changing situations • Ability to engage with and manage 16-18 year olds students positively
RELATIONSHIPS & REPUTATION	<ul style="list-style-type: none"> • Engage well and work collaboratively with others in immediate team and across teams • Develop good relationships to support effective service across the College • Ability to communicate and engage with diverse communities, including individuals from black, Asian and minority ethnic backgrounds, LGBTQ+ and disabled people • Experience of working in a busy and fast-paced environment
VISION & DIRECTION	<ul style="list-style-type: none"> • Support and maintain the reputation of the College

ABOUT US

Welcoming those who want to learn and improve, we focus on meeting individual needs. The College is at the heart of the city's economic vision and community strategy, in addition to being a major employer with over 1,000 people working with us. We build and nurture strong partnerships with the wider community and local businesses with an interest in making the Milton Keynes College Group a safe, innovative and inspiring place in which to learn and work. We are proud to offer an open and inclusive education experience to learners of all levels and backgrounds, with over 3,000 16-19 year olds currently studying with us and a total student population of over 8,000. We offer a broad variety of qualifications, including vocational courses, apprenticeships, higher education, professional certificates as well as employability skills and community training.

Founded on the principle of Further Education's ability to transform lives through learning, we're proud to create an environment that attracts the best staff and students from Milton Keynes and the surrounding areas and supports education in Prisons nationally. The value we gain from the diverse communities we serve is immeasurable. We want all our staff, students and learners to feel they are an integral part of the College and together we will create an inclusive culture where everyone can contribute to College life and our collective knowledge and growth. When applying for a role at the College, you can expect the same level of commitment towards diversity and inclusion as you'll experience when you've started with us. We treat all our applicants fairly and with respect, irrespective of their background, disability or any other individual characteristic. We particularly encourage applications from people with backgrounds which are currently under-represented within Milton Keynes College.

Code Makers Academy is a subsidiary of Milton Keynes College and is the delivery arm of the South Central Institute of Technology. The South Central IoT is a consortium of prestigious partners led by Milton Keynes College. Anchor partners include Microsoft, McAfee, Evidence Talks, Activate Learning, Cranfield University and KPMG.

The College is also a national provider of education services in prisons across the country. For nearly 30 years, we have worked with offenders in both custody, the wider community and currently work with 19 prisons across England; this includes 13 prisons, which make up the Long Term High Security Estate, and 6 category B, C & D men's prisons.

Milton Keynes College is a committed safer recruitment employer in line with Keeping Children Safe in Education (KCSIE). We take extreme care in ensuring the safety and welfare of children, young people and vulnerable adults. **All offers made to successful candidates are subject to satisfactory outcomes from a range of pre-employment checks including a Disclosure and Barring Service check (DBS). In addition, security clearance is required for all prison services positions up to Counter Terrorist Check (CTC) level.**