

Job Description

Job title	Learning Support Assistant
Directorate	PLACE : Regeneration, Culture and Environment
Division	Medway Adult Education
Range	MPR 2
Reports to	Programme Coordinator – Learning Services

Main purpose of the job:

Participate in a range of programmed activities to support learners during the sessions (e.g. 1:1, small groups); and provide feedback to tutors regarding learners' progress and welfare. This includes contributing to, and assisting tutors with, planning, evaluation and assessment of learning programmes.

Champion a learner centred approach and apply an understanding of strategies to enhance the learner experience and assist MAE in providing a fantastic safe space to work and learn. This will include supporting learners to access learning activities at Medway Adult Education, by understanding the barriers that they may experience and applying reasonable adjustments to facilitate access and support to progress.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Provide support to learners with special education needs and/or disabilities (SEND) to facilitate access to learning activities and maximise learners' potential.

Learning Support Assistants will generate documentation to demonstrate the support they have provided, and the progress learners have made in each support session.

Making recommendations on further support needs where appropriate.

Participate in staff training, events and other meetings as required.

Actively promote equality of opportunity and safeguarding and be vigilant to safeguarding matters.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Programme Coordinator – Learning Services

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Medway Adult Education Centres in Gillingham and Rochester although they may be expected to work at any location across Medway.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Minimum of GCSE or Level 2 English and maths

Level 2 certificate in Adult Learner Support or Supporting Teaching and Learning.

First aid qualification or willingness to work towards

Knowledge

An understanding of safeguarding and a commitment to creating a safe learning environment

Awareness of learners' various cultural, social and physical needs

An understanding of how people learn and ways to motivate others

A knowledge of SEND and methods to provide support for a diverse range of abilities, an awareness of access arrangements.

Experience

Demonstrable evidence of ability to work flexibly with some work-related pressure, for example from deadlines, interruptions or conflicting demands

Current or recent experience of providing learning support or mentoring to adult learners

Experience of providing training or support to facilitate access to services to individuals with SEND.

Skills

Excellent interpersonal skills

Demonstrable ability to carry out a range of tasks and understand the procedures associated with them. Ability to use equipment provided and possess the written and numerical skills needed to compile straightforward reports, correspondence, calculations, carry out assessments

Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working

Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems

Demonstrable ability to carry out tasks which impact on the wellbeing of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems.

Demonstrable ability to explain straightforward tasks to others, where required

Possess good digital skills across a range of software and platforms, including Microsoft Office.

Commitment to own learning and continuous professional development.

