

JOB DESCRIPTION

Post:	Learning Support Assistant
Scale:	Scale 1
Responsible to:	Learning Support Co-ordinator
Direct reports:	None

Key purpose of the role:

- To provide learning and pastoral support to students
- To assist with the work of student services

Role outline – Main Responsibilities:

- Collaborate closely with Co-ordinator, Tutors and Learners to support learning
- Provide learning support based on initial discussion of need and agreed strategies
- Promote learner independence and motivation
- Enable use of assistive technologies and resources
- Research specific learning support needs
- Complete records relevant to learning support
- Review and feedback on the effectiveness of support for specific learners
- Assist with student services work including dealing with student enquiries, admissions paperwork, reception and admin duties.

Generic for level:

- Ensure that identified best practice is implemented through our people, practices and processes.
- Actively participate in supervision processes
- Promote Fircroft College's commitment to Equality, Diversity and Inclusion.
- Have a duty of care to yourself and others regarding Health and Safety issues and ensure the college's Health and Safety Policies and procedures are implemented.
- Actively promote the College's Safeguarding and Prevent policies and be aware of own responsibilities to report concerns.
- Attend training and development opportunities and keep up with changes to law and legislation affecting your role and the College.
- Comply with and actively promote College policies and procedures.
- Cover for other members of your team when required.

Competencies and behaviours:

- Supports others to achieve results.
- Demonstrates and promotes the values of Fircroft College
- Understands the Fircroft College mission and commitment to transformative education.
- Responds to stakeholder needs.
- Student and Customer focussed.
- Plans and organises work

- Works collaboratively with colleagues.
- Encourages and supports organisation and individual learning to achieve continual improvement.
- Commits to own personal continuous development.
- Flexible and responsive to change.
- Communicates effectively and uses appropriate communication channels, keeping others informed.
- Promotes and creates culture of inclusion demonstrated through courtesy and respect for difference.
- Supports colleagues to achieve.

This Job Description is current at the date shown below, and is a guide to the work you will be required to undertake. You may be required to undertake any other duties commensurate with the level of this post.

February 2026

CONDITIONS OF SERVICE

The appointment is subject to the Conditions of Service for Business Support Staff.

SALARY

The salary is based on Scale 1 of the Fircroft pay spine, currently £24,570 per annum (£6552 pro rata per annum).

HOURS OF WORK

The hours of work will be based on 10 hours per week (some flexibility may be agreed around the number of hours required), working on a flexible basis to include evenings and weekends. Actual hours of work are to be decided by the line manager.

ANNUAL LEAVE

The post carries 32 days annual leave per annum, plus Bank Holidays, pro rata. Six of these annual leave days must be taken during our shutdown period over Christmas.

PENSION SCHEME

The College operates a 'Peoples Pension' pension scheme. For more information please contact our Finance team.

PROBATIONARY PERIOD

All newly appointed business support staff have to serve a 6-month probationary period.

LOCATION

The successful applicant will be based at Fircroft College in Selly Oak.

MEDICAL

The successful applicant will be required to satisfy the Medical Officer as to his/her fitness to carry out the duties of the post.

RECRUITMENT OF EX-OFFENDERS

The College is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

As an organisation we use the Disclosure & Barring Service (DBS) to assess the suitability of all prospective appointments. We undertake not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Applicants/employees are required to declare any pending criminal prosecutions they may have as well as any spent criminal convictions, cautions, reprimands and final warnings as defined under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. The only exception to this requirement is that applicants/employees do not need to disclose any 'protected' cautions, or convictions as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013 and 2020.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of any offences.

DISCLOSURE & BARRING CHECK

A Disclosure & Barring Service check will be sought for the successful applicant.

SAFEGUARDING

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

All newly appointed staff will be required to undertake safeguarding training following their appointment.

TRAINING

Undertake any appropriate training and development as required, including Health and Safety.

SMOKING POLICY

For health and safety reasons, Fircroft College has designated smoking shelters and smoking is not permitted in any area other than these.

APPLICANTS WITH DISABILITIES

Candidates with a disability should contact the HR Department before interview if they require any adjustments to be made for the interview and/or selection tests.

Person Specification

Qualifications, Attainments or Experience	Essential or Desirable	How this will be assessed
Good experience and knowledge of a range of learning needs, difficulties and dealing with people with different requirements.	Essential	Application Form
Level 2 qualification in English and Maths	Essential	Application Form
Experience of successfully implementing a range of learning support strategies	Essential	Application Form
Level 2 or Level 3 qualification in Supported Teaching and Learning	Desirable	Application Form
Willingness to study a Level 2 or Level 3 qualification in Supported Teaching and Learning	Essential	Application Form / Interview
Qualified first aider or willingness to undertake training	Essential	Interview
Experience of working in a similar role within a college environment	Desirable	Application Form

Knowledge / Skills / Competencies	Essential or Desirable	How this will be assessed
Demonstrable IT skills in Word, Excel, Outlook, Access	Essential	Application Form
Good communication and interpersonal skills including customer service skills	Essential	Interview
Flexible approach to work	Essential	Interview
Enjoys working at a fast pace with a variety of different tasks	Essential	Interview
Empathetic and solution focussed	Essential	Interview
Passion for equality, diversity and social justice	Desirable	Application Form
Able to deal professionally and appropriately with a range of difficult situations.	Essential	Interview