

JOB DESCRIPTION

Job Title	Student Liaison Officer (SLO)
Contract	Temporary Support
Job location	Elm Park Campus, Stanmore
Department	Student Services
Reports to	Director of Student Services and Safeguarding
Salary Scale	£14.95 (+ holiday pay) per hour

Job Purpose:

Student Liaison Officers (SLO) are a student support function with the purpose of improving 16-18 attendance and supporting behaviour management and pastoral support, including supporting the implementation of individual attendance and behaviour strategies/plans; working with parents/carers, and colleagues to achieve a positive outcome for students in terms of retention, achievement and progression.

Duties Specific to the Post:

- Proactively monitor and address learner attendance and punctuality, including identifying patterns of low or non-attendance and implementing structured support interventions.
- Maintain a visible and active presence across the College at key times of the day to monitor student attendance in lessons and around the building.
- Engage, motivate and mentor learners to improve attendance, behaviour and overall engagement with their studies.
- Monitor and track attendance and behaviour, supporting the disciplinary process where required, and liaising effectively with curriculum staff, support services and parents/carers.
- To work collaboratively with curriculum and support staff to support learners by promoting student wellbeing and providing targeted support to learners at risk of failure to enable them to achieve.
- To support induction, initial and diagnostic assessment of learners to inform planning.
- Plan and deliver 1:1 and occasional group pastoral tutorial sessions to support learners at risk of poor attendance, behavioural concerns or academic failure.
- To ensure appropriate pastoral support strategies are in place to meet individual learner needs in terms of attendance and behaviour.
- Maintain accurate and up-to-date records in line with College systems and procedures.

- To monitor and update individual support plans for learners including target setting and monitoring where required.
- Support the organisation of and attend College events, including parents' evenings, open days and other parent-facing activities.
- To monitor student behaviour and class attendance in the building, set expectations and follow up via liaison with curriculum, support staff and parents as appropriate.
- Establish and maintain positive working relationships with learners, promoting a safe and supportive learning environment.
- Participate in annual appraisal processes and undertake appropriate professional development to ensure effective performance in the role.
- Undertake any personal development necessary to ensure effective performance in the role.

General:

- Participate in open evenings and recruitment events to ensure potential students and families receive accurate, friendly and helpful information.
- Attend staff meetings and training sessions as required to stay connected with college-wide priorities.
- Handle all student and school data responsibly and in line with GDPR.
- Take responsibility for maintaining high standards of health and safety, equality and diversity, copyright and data protection within your role.
- Help maintain a safe, welcoming and supportive environment for all students by following the College's Health and Safety policies.
- Demonstrate a strong commitment to safeguarding and promoting the welfare of children and vulnerable adults in every aspect of the role.

The postholder can be required to carry out any other duties consistent with the grade of the post, at any site on which the College may operate.

Closing Date: Wednesday, 25th March 2026

Interview Date: Wednesday, 1st April 2026

PERSON SPECIFICATION

JOB TITLE: STUDENT LIAISON OFFICER

Criteria	Essential/ Desirable	Possible source of evidence
QUALIFICATIONS:		
Minimum Level 2 qualifications in English and Maths – grade C/4 GCSE or equivalent	E	Application Form/ Certification
Level 3 qualification (eg A levels or equivalent)	E	Application Form/ Certification
Degree or equivalent	D	Application Form/ Certification
First Aid certificate or willingness to obtain	E	Application Form/ Certification
KNOWLEDGE, SKILLS & ABILITIES		
Experience of working with the 16-19 age group, e.g., Youth work, careers, teaching, learner pastoral support)	E	Supporting Statement/ Interview
Experience of delivering group sessions	D	Supporting Statement/ Interview
Excellent communication skills both verbal and written and the ability to communicate at all levels with different stakeholders both internal and external (including parents and outside agencies)	E	Supporting Statement/ Interview
The ability to take a coaching or mentoring approach to support learners to attend, to stay on course and achieve	E	Supporting Statement/ Interview
Evidenced ability to work as part of a team	E	Supporting Statement/ Interview
Ability to use IT to support delivery and maintain learner records.	E	Supporting Statement/ Interview
The ability to interpret data	D	Supporting Statement/ Interview
Understanding of post 16 education, 16-19 and the development of personal, social and employability skills	D	Supporting Statement/ Interview
Knowledge of the requirements of learners with a variety of needs including SEN.	E	Supporting Statement/ Interview
OTHER SKILLS:		
Motivational, positive, and enthusiastic approach.	E	Supporting Statement/ Interview

Ability to embrace change and think on your feet	E	Supporting Statement/ Interview
Evidenced ability to plan and organise effectively	E	Supporting Statement/ Interview
Ability to form and maintain positive appropriate relationships and personal boundaries with children, young people, and vulnerable adults.	E	Supporting Statement/ Interview
Emotional resilience with challenging behaviours.	E	Supporting Statement/ Interview
Demonstrable commitment to Equality and Diversity, Safeguarding, Health & Safety	E	Supporting Statement/ Interview