

# MONOUX SIXTH FORM Student Services Officer Application Pack





# WELCOME FROM THE PRINCIPAL



Monoux College is a Sixth Form College serving a diverse population of learners. It is situated in the North East London Borough of Waltham Forest. The College is located on a single 17.5-acre site in Walthamstow. The main building is set back from the road in landscaped grounds, surrounded by two playing fields. The College serves a wide catchment area and approximately half of its students live in the neighbouring London Boroughs of Newham, Haringey, Hackney, Enfield and Tower Hamlets. Access to Central London is good via tube, rail and bus links.

In its most recent OFSTED visit the college was graded as 'Outstanding' in Personal Development' and 'Good' in all other categories, with particular emphasis on the high-quality teaching and positive student behaviour at the college. Our students often make excellent progress from where they were at GCSE, and we are ambitious about where they go next. "Students feel safe in all areas of the college" (OFSTED, November 2024).

There are currently approximately 1900 students at the college, all of them on full-time courses. Over 85% of the students come from minority ethnic groups living in London. The College curriculum provision includes a variety of GCE A/AS level subjects, T Levels, BTEC Level 2 and Level 3 subjects. All subjects are encompassed within one of the six learning pathways.

Building on a partnership that we have with London Borough of Waltham Forest to provide Year 11 education for recently arrived young people, including asylum seekers new to the Borough, the college now directly recruits 14-16-year olds around an admissions policy that complements local school provision. Many of these young people progress into the sixth form college, at either Level 1, 2 or 3.

After a number of years without options to develop our facilities, in the last one to two years, as a result of student number growth and the introduction of T Levels, the college has opened new teaching spaces for digital, health and science which includes classrooms and a mock hospital ward and court room, along with new science laboratories. We have recently refurbished the theatre for performing arts, the staff room and conferencing spaces, and updated the College's Wi-Fi provision. We are planning improvements this year to other aspects of the college's infrastructure: bathrooms, for example.

The College currently employs approximately 230 staff, around 120 of which are support staff. We have increased the number of teaching staff in response to continued growth.

We have created a unique learning community, which enables our students to develop personal attributes and skills alongside their academic or vocational qualifications, to prepare them for higher education or employment. Our mission is: Learn with Skill, Feel Connected, Design Your Future. These phrases provide headings for the 3 aspects of the Monoux Student Framework, our portrait of a college graduate that outlines attributes we seek to develop.

I have been the Principal of Monoux College since 2016. I am proud that the college now meets significantly higher standards in everything it does. We believe that much more is within sight, for example, building the technical curriculum, achieving more in our A Level provision, increasing our competitiveness, securing more employer links, building better facilities for students and supporting our valued staff through their professional journey.

We are always seeking to discover more, always striving to connect more.

Dave Vasse  
Principal

# ABOUT THE ROLE

The Student Services Officer is a key member of the Student Services team, providing high-quality administrative, attendance and frontline support to students, parents, carers, staff and visitors.

The postholder will take responsibility for monitoring student attendance, maintaining accurate student records, responding to attendance concerns and working collaboratively with curriculum and safeguarding teams to support student engagement and wellbeing. The role also includes providing professional reception services, responding to a wide range of student enquiries, issuing student documentation and supporting the smooth delivery of college operations.

This is a varied and fast-paced position requiring excellent organisational and communication skills, a proactive approach to problem-solving and the ability to deal with sensitive information confidentially. The successful candidate will be committed to safeguarding and promoting the welfare of young people and will contribute positively to creating an inclusive, supportive and student-centred college environment.

We're looking for a Student Services Officer to become an integral member of our Student Services team. You'll be responsible for monitoring attendance, supporting student engagement, providing frontline advice and guidance, and ensuring students, parents and visitors receive a positive experience every time they interact with the college.

# HOW TO APPLY

If you are seeking a highly rewarding position within a successful college and are passionate about enriching the lives of students, please visit our website: <https://www.sgmc.ac.uk/jobs/> to 'view' to the job role. If you are already on the college website, you can 'view' the job role and click on 'Attachment' to view the application pack.

After reading the application pack, if you would like to apply, please click on the link on the Jobs Page: 'Download Application Form' to access the application form (parts 1 & 2). Please email your completed application form (parts 1 & 2) to: [recruitment@sgmc.ac.uk](mailto:recruitment@sgmc.ac.uk)

**Closing date for applications: Tuesday 21<sup>st</sup> July 2026 by 10am**

**Interview Date: Friday 24<sup>th</sup> July 2026**

**Start Date: Monday 17<sup>th</sup> August 2026**

# IMPORTANT INFORMATION

*We have a strong commitment to safeguarding and promoting the welfare of children and young people and as such all staff and volunteers are expected to share this commitment. All appointments will be subject to an enhanced DBS clearance and pre-employment checks. Please be aware that if you are shortlisted for an interview, as part of our due diligence, we will carry out an online search.*

*Applicants are required to disclose any unspent convictions, cautions or warnings under the Rehabilitation of Offenders Act 1974. They are also required to disclose any adult cautions or spent convictions that are not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (amended 2013 and 2020).*

*The amendment to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance on which convictions and cautions are considered 'protected' can be found on the Ministry of Justice Gov.UK website: <https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>*

*We do not accept CVs only for job applications.*

*We reserve the right to close a vacancy early if we receive sufficient applications which enable us to appoint a suitable candidate for the role. Therefore, if you are interested in this vacancy, we advise you to submit your application form (parts 1 & 2) as early as possible.*

*We regret that we are unable to respond to every application. Therefore, if you do not hear from us within four weeks of the closing date, please assume your application has not been successful. **Previous applicants within the last six months need not apply.***

# JOB DESCRIPTION

---

<b>JOB TITLE:</b>	Student Services Officer
<b>REPORTING TO:</b>	Head of Learning and Engagement
<b>SALARY:</b>	Scale 5, Points 11-14: £32,016 - £34,706 (Actual salary: £27,631 - £29,953)
<b>HOURS:</b>	Full time (36 Hours per week) – Term time only
<b>CONTRACT:</b>	Fixed Term – Maternity Cover

---

## Main Duties:

The Student Services Officer plays a pivotal role in ensuring high-quality frontline support for students, parents/carers and staff. The role involves managing and monitoring student attendance, handling student enquiries, liaising with parents, and supporting safeguarding processes by escalating concerns and identifying attendance patterns. As a key member of the front-of-house team, the postholder will ensure the reception area runs smoothly and provides an efficient, welcoming and professional service.

This job description may be amended from time to time as business needs develop or change. Any changes will only take place following consultation with the post holder.

## Key Responsibilities

### Attendance Monitoring

- Monitor daily student attendance using the college MIS system.
- Make timely attendance calls home for all absent students in line with college procedures.
- Record absence reasons accurately and update student records.
- Identify patterns of absence, punctuality issues or attendance concerns and escalate to the Safeguarding Team.
- Work collaboratively with other teams, curriculum leads and safeguarding colleagues to support interventions.
- Report any attendance-related safeguarding concerns immediately to the Safeguarding Team.
- Maintain accurate records of safeguarding-related communication in line with college policy.
- Understand basic safeguarding principles and act in accordance with statutory guidance (Keeping Children Safe in Education).
- Amend and update student registers in line with college policy for authorised visits, appointments, and approved off-site activities.
- Liaise with curriculum and support teams to verify attendance information where necessary.
- Maintain confidentiality and handle all data in accordance with data protection regulations.

## 2. Student Enquiries & Frontline Support

- Be the first point of contact for student enquiries, providing accurate information about timetables, ID cards, lanyards, letters, and general support.
- Issue and maintain student documentation (e.g., confirmation of study letters, replacement ID cards).
- Assist students with navigating college systems (attendance app, email, timetable queries).
- Ensure all enquiries are handled professionally and sensitively.

## 3. Parent and Carer Liaison

- Communicate with parents/carers regarding attendance, punctuality, welfare concerns and general queries.
- Provide clear information and guidance around college expectations and policies.
- Support communication for parents' evenings, online assemblies and key college updates.

## General Responsibilities:

- **SAFEGUARDING** - All staff are expected to safeguard and promote the welfare of students. All staff are also required to complete safeguarding training and attend further training as needed.
- **EQUAL OPPORTUNITIES** –We are committed to the equal opportunities for all. Staff are expected to act in accordance equal opportunities policy and practice.
- Support the aims and ethos of the college and promote and work in accordance with College policy and practice
- Carry out any other duties commensurate with the general responsibilities of the post.
- To undertake and/or support the delivery of any training or development as required by the College.

## PERSON SPECIFICATION

	Essential/ Desirable	Assessed by: Application (Ap) Interview (I) Assessment (A)
<b>Qualifications</b>		
A-C or above in GCSE English and Math's, or equivalent	E	Ap
A degree or equivalent qualification	D	Ap
<b>Experience</b>		
Working with young people to develop their skills	E	Ap/I
Experience dealing with challenging conversations. Confidence in managing behaviour and maintaining expectations	D	Ap/I
Excellent written and verbal communication; ability to liaise effectively with students, parents and staff	E	Ap/I
Experience communicating with parents/carers	D	Ap/I
Experience keeping accurate records and completing administrative tasks	D	Ap/I
Ability to manage workload, prioritise tasks and meet deadlines in a fast-paced environment.	E	Ap/I
Experience handling sensitive and confidential information	D	Ap/I
Calm, supportive and approachable manner; ability to build rapport quickly	E	Ap/I

Skills & Abilities		
Excellent communication skills, both verbal and written	E	Ap/l/A
Strong communication skills with young people and adults	E	Ap/l
Ability to work effectively as part of a team	E	Ap/l/A
Willingness to undertake further training as required	E	Ap
Knowledge and Understanding		
An understanding of young people, what inspires them and what they need to succeed	E	Ap/l/A
An understanding of the issues around student safeguarding	E	Ap/l
Friendly and approachable personality	E	l
High expectations for behaviour, attendance, and learner conduct	E	l
Ability and initiative to find successful solutions to problems	E	l
Committed to equal opportunities and the success of students	E	Ap/l

# STAFF DEVELOPMENT

Ensuring that our staff have opportunities to develop both personally and professionally is very important to us. This is why we run a variety of developmental activities and ensure that each member of staff is able to discuss and plan their development objectives with their line manager regularly.

We offer numerous internal and external training opportunities. These can be related to your role or focus specifically on stretching your personal skills and knowledge, in alignment with college objectives.



As an organisation that values creative thinking, your personal growth is just as likely to be a result of implementing new ideas, as it is from attending a course or conference.

You will be supported regardless of the stage in your career, from tailored programmes of support for new trainees, to substantial leadership development for managers. We also support staff in gaining professional qualifications to align with their job roles.

## STAFF BENEFITS

- Competitive base salary on the Sixth Form College Support Staff Pay Scale
- Local Government Pension Scheme - 15% employer contribution rate
- Ongoing professional development
- Enhanced Maternity / Paternity /Adoption leave schemes
- Free use of a range of sports and leisure facilities including on-site gym
- Discounted breakfast and lunch at our onsite cafeteria
- Discounted coffee at our onsite coffee shop
- Blue Light discount scheme available for all staff via the Blue Light website
- Staff EAP – with dedicated telephone counselling
- Occupational Health Access
- Season ticket loans
- On-site free staff car park
- Cycle to Work scheme
- Staff wellbeing activities
- Discounted gym membership at Better Health Gym Group
- Free weekly exercise classes for all staff - including Yoga & Box Fit
- Eye care scheme
- Professional and fit for purpose working environments



# CARE, SUPPORT AND WELLBEING

We ensure that not only do our students feel safe, confident, respected and valued, our staff do too. With an on-site HR department comprising of the Director of HR and 3 HR team members, their role is to ensure that staff are treated fairly and protected at work.

This year, work is being carried out to embed a new wellbeing policy and strategy, in line with whole college strategies. Members of the team are trained Mental Health First Aiders to ensure a mental health champion is on-site and available for all employees. The college also provides an Employee Assistance Programme, from which staff have access to counselling, financial advice, meditation, mindfulness tools, tips to manage stress, plus much more.

With an on-site gym and weekly exercise classes provided to staff at no extra charge, we strive to look after employee's mental and physical health. Working with an occupational health team, with support from Access to Work when required, our HR team can support our employees at work, make required reasonable adjustments when at work or when returning to work if they have been absent.

Monoux College has a range of HR policies to support a healthy work life balance, such as the flexible working and special leave policy, as well as a number of policies created to protect employees such as the Whistleblowing Policy and Bullying & Harassment Policy.

## EQUALITY & DIVERSITY

At Monoux Sixth Form College, we are proud of the diversity of both our staff and students. We recognise that each individual has something unique and valuable to offer and strive to create a supportive environment where all staff and students can flourish and feel part of a community.

The College is committed to ensuring that no individual will be discriminated against. This includes, but is not limited to, the grounds of age, disability, race, gender, sexual orientation, marriage, pregnancy, religious belief or gender reassignment. All staff are expected to take responsibility in upholding this commitment.