

A photograph of two women sitting at a desk in what appears to be a classroom or office. The woman on the left, wearing a purple long-sleeved shirt, is speaking and gesturing with her hands. The woman on the right, wearing a dark green sweater, is listening attentively and smiling. On the desk in front of them are several papers, a blue pen, and a stack of colorful materials. In the background, there are educational posters on the wall, including one with a 3D pyramid diagram and another with a graph. The overall atmosphere is collaborative and professional.

high

trees

Job Pack

LEARNER SUPPORT OFFICER

Welcome to High Trees!

High Trees Community Development Trust was established by residents in 1998 to serve the needs of the local community in Tulse Hill. We were set up by local residents from St. Martins' Housing estate, who campaigned to bring the recently closed public library into community ownership.

Since then, High Trees has grown into a multidisciplinary charity. We continue to stay true to our founding vision, to deliver impactful services focusing on the needs of the local community.

Our 5 cornerstone support areas provide integrated services in:

- **Community Education & Training:** We specialise in delivering basic skills training to provide individuals with the skills they need for work and life, including ESOL, functional skills, ICT and vocational courses.
- **Employment & Careers:** We provide bespoke one-to-one employment support with experienced advisors who are experts in helping those with multiple barriers find work.
- **Research & Development:** Focusing on our partnerships, community-based research and sector capacity building support, our Research & Development team work across all services, teams and wider Lambeth to develop collaborative working practices and strengthen the sector.
- **Community Action:** We have embedded Community Organising within the locality to nurture and capacity build individuals and community groups to develop advocacy skills and empower them to take collective community action on issues that affect them, whilst also improving representation in decision making.
- **Children, Young People & Families:** Running the Tulse Hill Adventure Playground and working on the basis of early intervention, we deliver a range of services focused on play, study, coaching and social action aimed at improving the aspirations and well-being of children and young people.

High Trees strives to ensure our services remain firmly rooted in the local community, responsive to and driven by local need and always delivered in the spirit of partnership and collaboration.



Community Education & Training Team

The Community Education and Training team run an exciting variety of free courses, including functional skills ICT, English and maths, ESOL (English for Speakers of Other Languages) classes, vocational courses, family learning, art and wellbeing and Community Organising courses. Our offer of accredited and non-accredited courses ranges from basic skills that can help with employment or build skills for everyday life, to specialised accredited courses that can provide routes into new areas (such as housing, community action or education).

Our provision is delivered by a fantastic team of 15+ tutors across all High Trees venues, which includes the High Trees Hub, the Scout Hut and the Tulse Hill Adventure Playground, and other venues in Lambeth, including children's centres and libraries.

We have a strong and established track record of supporting individuals with complex and multiple barriers, particularly from Minority Ethnic communities, over 50s and lone parent groups, supporting them to make sustainable life changes, improve outcomes for themselves, their families and their community.

Our integrated approach enabled us to provide tailored support and pastoral care for people who have been disengaged from learning. The service recognises that such learners benefit from immediate responsiveness and programmes tailored to individual needs delivered in a local, supportive environment.

LEARNER SUPPORT OFFICER

Job Description

Salary	£25,000 - £30,000 pro rata per annum
Hours	Full-time or Part-time (21 hours a week split over 3, 4 or 5 days a week)
Location	High Trees, 220 Upper Tulse Hill, SW2 2NS (office-based)
Reporting to	Head of Education and Training

This role sits within the Community Education and Training team, working to support our learners to access, complete and progress through our wide range of adult learning provision. The main focus will be on providing additional support for learners who need wrap-around support relating to a range of additional personal and educational needs. This could include welfare, personal and family support and wider mental health and wellbeing support or additional learning needs such as dyslexia, ADHD, literacy support and other needs.

You will work with the team to implement strategies and support plans for individuals to aid learning and enhance educational experience. You will support the team's administrator to monitor learner's attendance, contacting them via phone, email or arranging a meeting in person where pastoral support is needed.

You will work with our Adult Safeguarding Lead to support safeguarding cases across our departments, including keeping safeguarding records, making referrals and building a database of local support services available to learners and other service users.

We are looking for a dedicated individual who is passionate about supporting learners to ensure they have the best opportunity to thrive on their learning journey.

You will also support wider functions in the team such as contributing to the organisation of our termly learners' forum to celebrate achievement and attending events in the community to publicise our work.

The successful applicant will have experience of working with vulnerable individuals or groups, be committed to safeguarding, have excellent administration skills, be flexible and excited about being at the heart of a busy team and committed to providing an excellent service to High Trees' users.

A day in the life of a Learner Support Officer

A typical day as Learner Support Officer may include meeting one-to-one with a learner who has disclosed a barrier to their learning such as being very nervous about their exam or feeling overwhelmed by their classwork, disclosing an additional need such as dyslexia or perhaps they have told the administrator that they can't attend class due to financial barriers.

You would sit with them and listen to their needs. You may also spend some time looking into strategies that could help them in class, which you would share with them and their tutor. Depending on the need, you may give them some advice about how to access support from external organisations.

You would share any safeguarding disclosures with the Safeguarding Lead and help to log this and monitor further support where appropriate.

KEY ACCOUNTABILITIES

- Provide one-to-one follow up with pastoral care of learners with wellbeing/safeguarding concerns.
- Work closely with the Safeguarding Lead to ensure follow up and referrals are monitored until resolved.
- Make referrals and maintain referral partnership lists where needed.
- Research support strategies and resources for tutors where learners have disclosed additional learning support needs, create support plans and help these learners academically where needed.
- Work with the team administrator to follow up attendance issues where health, wellbeing or welfare support is impacting on attendance.
- Assist teachers and the Education and Training team with wider wrap around and pastoral support as needed.
- Work with the Education and Training team to support learner achievement and progression.
- Monitor and follow up learners where support needs impact attendance.
- Liaise with tutors and Education & Training team to put support in place.
- Work with the Education and Training Team on continual improvement of the service.
- Contribute to wider learner activities such as gathering learner voice, learner forums and celebrations.

PERSON SPECIFICATION

The person specification is an idea of the skills, knowledge and experience required to carry out the job. It will be used in the short listing and interview process for this post.

Essential

- Experience of supporting individuals in either a paid or voluntary capacity, in particular adults facing barriers to engagement, with an awareness of the diverse needs of individuals from a variety of backgrounds and the ability to respond to those needs through positive approaches.
- An understanding and strong commitment to safeguarding and willingness to receive full training.
- Sound experience of using Microsoft Office.
- Ability to work and communicate effectively within a team situation.
- Sound research and record keeping skills.
- Able to cope under pressure and accept responsibility to meet goals.
- Ability to build and maintain strong relationships with learners and staff, as well as with external stakeholders including partners and funders.

Desirable

- Experience of working or volunteering in an education setting (school, college, community education hub etc.)
- Experience of working/volunteering in a charitable, community-based setting.
- Experience in a customer facing role.
- Willing and available to occasionally work outside usual office hours, including evenings and weekends.

HOW TO APPLY

Please send a completed CV and covering letter (no more than 2 pages) as well as the applicant monitoring form and the additional information form to recruitment@high-trees.org with 'Learner Support Officer' in the subject line.

All applications must be received by 17th November at 11:59pm.

QUERIES

If you have any questions about the role or High Trees, please contact: recruitment@high-trees.org

Working at High Trees

We know our staff are our biggest asset and our biggest investment. Our small yet dynamic staff team of 30 have come to High Trees through a variety of paths; some have a long track record of work in the sector, others have brought in skills learned elsewhere and some have joined our staff through using our services. All share a passion for the work we do and a commitment to ensure our impact is meaningful for those we work with.

All our staff are supported to grow and develop through regular one-to-ones with their manager, a programme of organisation wide and individual CPD. They are given the opportunity to contribute to the work of the organisation as a whole rather than focused solely on the work of their team. We're proud of the fact that over 50% of our Management Team have been promoted from within our organisation.

Employee Benefits

- 35 days annual leave (inclusive of bank holidays and 3 Christmas days) rising by 1 day each year after 2 years' service (capped at an additional 8 days)
- Enhanced maternity/paternity/adoption leave after 2 years' service
- Save money off a new bike with the Cycle to Work scheme
- Up to 7% contribution to the staff pension scheme
- 24/7 Employee Support Line
- Clear pay structure with yearly increments (based on performance)
- Annual Staff away day
- Premium eye-care vouchers through Specsavers and season ticket loans

We know that if you're considering a role at High Trees, you are primarily driven by a desire to make impactful change and we hope you will consider joining our team.

