

JOB DESCRIPTION

Post:	Learning Support Mentor (LSM) Scheduling Lead
Responsible to:	Deputy Team Leaders – Learning Support
Salary:	£26,092 Pro Rata – Full Time 37 Hours, (38 weeks) Fixed Point 24
Conditions of Service:	Truro and Penwith College conditions of service
Main Purpose of Job:	The postholder will be responsible for ensuring students with additional learning support needs and allocated Learning Support Mentors (LSMs) receive consistent and effective support each day. This includes coordinating and organising daily cover arrangements for LSMs across all campuses, as well as delivering additional cover support when required. They will be responsible for maintaining accurate records of attendance, progress, and support provided. The role also involves contributing to the smooth and efficient operation of the department, supporting team collaboration, and promoting positive outcomes for students.
Specific Duties:	In response to absence calls taken by Learning Support DTLs the postholder will coordinate suitable cover to ensure service continuity. Support Learning Support DTLs with timetabling support staff at the start of year. Oversee daily timetable implementation, ensuring that LSM staff are deployed effectively and are in the correct locations to meet learner needs. Support the development and maintenance of timetables, promoting equitable allocation of LSM resources across learners and curriculum areas. Liaise with teaching staff, support staff, and managers to ensure daily cover needs are communicated. Also, work collaboratively with the Pathways Teacher Cover Supervisor to coordinate cover arrangements, share information, and ensure coherent support across specialist pathways.

Liaise directly with students to communicate changes to their support due to staff absence, ensuring clarity, reassurance, and continuity of provision in line with departmental processes.

Provide additional support with student travel at start and end of the day (taxi/bus).

Provide, where needed, check ins across all learner groups, including those with Profound and Multiple Learning Disabilities (PMLD), potential behaviours that challenge, complex medical needs, SEND on cross-college programmes, ensuring that cover arrangements are equitable, needs led, and promote continuity of support.

Provide check ins for learners with a range of SEND needs and those requiring a personalised approach to overcome barriers to learning. This will include adapting activities where necessary to meet the needs of individual learners.

Coordinate practical, personal care support for learners, ensuring appropriate staffing, dignity, safeguarding, and compliance with individual care plans written by the Therapy and Care leads.

Monitoring Learning Support Mentor (LSM) logs, ensuring they are completed in timely manner.

Provide regular feedback to line managers, highlighting both concerns and examples of good practice, and contributing to timely action and continuous improvement.

Promote positive behaviour, inclusion, and mutual respect in line with the College's behaviour and safeguarding policies.

Always maintain strict confidentiality when handling sensitive information related to staff, students, and operational matters.

Contribute to the wider work of the Learning Support and Inclusive Practice, including supporting induction, enrichment, and transition activities.

Participate in relevant training and professional development to enhance skills and effectiveness in the role.

Carry out any other duties reasonably required by the Head of Department or College management in line with the purpose of the role.

General Requirements:

As a member of staff, the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high-quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To always maintain the highest standards of professional behaviour (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

PERSON SPECIFICATION

Learning Support Mentor (LSM) Scheduling Lead

Ideally, the person appointed will have the following skills and experience:

Essential Criteria

- Experience of working with young people, ideally within an educational or training setting.
- A proven history of highly effective organisational and administrative skills.
- Strong IT skills.
- Maths and English qualifications at Level 2 (GCSE Grade 4).
- Experience of supporting learners with a range of SEND needs and/or those requiring a personalised, holistic approach to overcome barriers to education.
- Ability to maintain strict confidentiality at all times when handling sensitive information related to staff, students, and operational matters.
- Strong communication and interpersonal skills, with the ability to build positive relationships with students and staff.
- Ability to hold kind, fair, and, when necessary, challenging or difficult conversations with students and staff, demonstrating professionalism, emotional intelligence, and sound judgement.
- Ability to promote positive behaviour.
- A proactive, adaptable, and resilient approach to supporting teaching and learning.
- Understanding of safeguarding, equality, diversity, and inclusion within an FE context.
- Ability to maintain accurate records.
- Commitment to continuous professional development and willingness to undertake relevant training.

Desirable Criteria

- Previous experience in a teaching, cover supervisor or teaching assistant role.
- Knowledge of the FE sector and the specific challenges and opportunities faced in the sector.
- A relevant qualification in education, youth work, or supporting teaching and learning.
- Experience of working collaboratively with multi-disciplinary teams or external agencies to support learner progress.
- Experience of managing or supporting difficult or sensitive conversations in an educational or pastoral context.

The College is registered with the Disclosure and Barring Service, and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Truro and Penwith College are committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.

THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

OUR AMBITIONS

LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.