Job Description and Person Specification

Student Support Assistant
Teaching and General Support – Inclusion

1x Based at Main Site, Isleworth
1x Based at Skills and Logistics Centre, Feltham

Salary:	**£18,987 - £19,306 pa inclusive**
Hours:	**30 hours per week for 38 weeks per year**
Leave:	**This is a Term Time only appointment providing support to students. You are therefore required to be at College when it is in session. All holidays therefore should be taken during the college vacation.**
Reports to:	**Senior Inclusive Learning Manager**
Location:	**1x role based at Main Site, Isleworth and 1x role based at Skills and Logistics Centre, Feltham however you may be required to work at the Skills & Logistics Centre in Feltham/main site Isleworth.**

The purpose of the post is: to work under the direction/guidance of the Inclusion Manager, supervising and providing particular support for individual(s) or groups of students cross college with additional support needs to enable them to learn as effectively as possible on their own and in group situations, taking into account the particular needs involved. This may include supporting students with challenging behaviour and social, emotional, and mental health needs.

The main duties and responsibilities are:

Specific duties:

1. To provide effective support for individual or groups of students in a classroom setting covering a range of levels and subjects.
2. To identify opportunities for the student(s) to work independently where appropriate, ensuring their comfort and safety at all times; at such times to support other students in the classroom as appropriate.
3. To keep accurate records of the support provided and the students' progress and attendance, monitoring if adjustments are consistently made in class.
4. To encourage the student(s) to interact with others and engage in activities led by the lecturer.
5. Provide tailored support for students with social, emotional, and mental health needs by using empathetic approaches, active listening, and positive reinforcement to build trust and rapport.

6. Recognize early signs of emotional distress or behavioural challenges and employ proactive strategies to help de-escalate situations, ensuring a supportive and safe learning environment.
7. To assist with the general pastoral and personal care of the student(s).
8. Provide support for students' emotional and social needs by encouraging and modelling positive behaviour in line with the College's Behaviour Policy, and demonstrating high expectations of work and behaviour.
9. Collaborate with teaching staff and other support services to implement individualized support plans, including interventions to promote emotional regulation, self-confidence, and social interaction skills. Model and encourage positive coping strategies, resilience, and problem-solving techniques, helping students navigate challenges both in and out of the classroom.
10. Work with students to reinforce learning by practising skills already taught.
11. Accompany lecturers and students on College visits, and participate in college functions within College hours.

Core duties:

1. Provide one to one classroom support, where required.
2. Assist in the planning of activities where appropriate.
3. Assist with the supervision of students out of lesson time, as necessary for their safety.
4. Be aware of, and comply with, policies and procedures relating to child protection, First Aid regulations, health, safety and security, confidentiality, data protection and other college procedures, reporting all concerns to an appropriate person.
5. Attend relevant meetings and participate in training and other learning activities and performance development as required, contributing to the overall ethos/work aims of the College.
6. Promote a positive image of the college in all contacts with students, employers and professional bodies.
7. Adhere and comply with the college financial regulations.
8. Carry out any other reasonably comparable duties that may be required from time to time.
9. Undertake additional duties at enrolment times as required, including occasional evening work.

In addition to the above specific and core duties you will also be required to:

10. Contribute to the planning, differentiation (adapted worksheets) and target setting for students
11. Support students to develop their confidence and self-esteem (NLP typ quals)
12. To keep accurate records of student attendance (for key students) and follow up absences
13. Provide documentation to contribute to annual reviews for students

14. Offer impartial advice, guidance and signposting to supported students

15. Develop both an understanding of barriers to learning faced by students and a range of strategies to overcome them

16. To enable the learner voice to be heard in the development of good practice in the support function

17. To deliver innovative practice which contributes to the delivery of an outstanding service

18. To offer mentoring and/or small group support to identified students

19. Bespoke employability and or job coaching input for disabled students

Person Specification

Please study the items in this person specification carefully and when completing your application form try to describe your knowledge, skills and experience in terms of those particular items:

1. Possess or be willing to work towards a Literacy and Numeracy qualification at Level 2 or above.

2. Possess an appropriate support qualification or be willing to undertake training to gain relevant qualification required.

3. Possess appropriate IT skills relevant to the post, including a basic knowledge of Microsoft Word and Outlook and the ability to complete searches on the Internet.

4. Have the ability to work independently with minimum supervision.

5. Be able to demonstrate the motivation and skills to support students with disabilities and/or learning difficulties in an educational setting.

6. Have previous relevant experience.

7. Have knowledge and experience in managing challenging behaviour in a constructive and positive manner, using strategies that promote emotional regulation, positive reinforcement and de-escalation techniques.

8. Be willing to undertake training and development as required within the role.

9. Be able to demonstrate excellent communication and teamwork skills

10. Possess basic knowledge of First Aid, food hygiene and Health and Safety or be willing to undertake training.

11. Have an awareness and understanding of equal opportunities

12. Have an awareness of the safeguarding and prevent initiatives.

Equality and diversity

West Thames College champions excellence, integrity, equality and respect.
This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different, social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.
And we champion equality because it is the right thing to do.

Reference no: 3INC020
Closing date: 1 December 2026
Interview Date: 15 December 2026

Conditions of Service

Contract: Permanent
30 hours per week for 38 weeks per annum

Salary: £18,987 - £19,306 pa inclusive

Please note the salary range for this post is points 24 – 25 on the Support Staff scales.
Progression up the incremental pay scale is automatic and awarded on 1 April annually.
New entrants are placed on point 24

Pension: Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.

Annual Leave: This is a term time only appointment working 38 weeks per year. You are therefore required to be at College when it is in session. All holidays therefore should be taken during the College vacation.

Hours: 30 hours per week for 38 weeks per annum.

Probation: Employees who commence their employment between 1 September and 31May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent.

Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent.

The extended period of probation is ensure that there is an adequate period of “normal” working during which to provide support and assess an employee’s performance.

Disclosure The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Disclosure and Barring Service.