

## JOB DESCRIPTION

**Job Title:** SUPPORT SERVICES & WELLBEING MANAGER

**Responsible to:** DEPUTER HEAD OF STUDENT SERVICES

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**JOB PURPOSE & OBJECTIVES** To be responsible to the Depute Head of Student Services to ensure effective delivery of an integrated, inclusive student support service providing high-quality educational learning support and health and wellbeing services.

### Duties and Responsibilities

- To work collaboratively under the direction of the Depute Head of Student Services to effectively manage and develop the Educational Learning Support, Guidance and Support and Counselling functional areas.
- Supporting the Educational Learning Support team to identify and assess the needs of students who disclose a learning support need and make recommendations of reasonable adjustments and support measures across teaching, learning and assessment.
- Contribute to the development of strategies, events, and activities to promote educational learning support, mental health, and emotional wellbeing of students.
- Provide effective and supportive line management to team members, providing assistance with target setting and monitoring, performance, and continuing professional development.
- Support colleagues with complex cases and manage risk effectively through liaison with internal and external stakeholders.
- Supporting the Guidance and Support and Counselling teams to ensure the health and wellbeing of students, including providing crisis support when required.
- Be part of the Safeguarding team, manage the safeguarding process, working closely with, and supporting colleagues across the College to respond to student distress and urgent/serious student situations.
- Participate in the developing and reviewing of policies and procedures related to educational learning support, inclusive education, corporate parenting and

mental health and wellbeing. Ensuring compliance with relevant legislation and guidelines.

- Improve the services offered to students through ongoing monitoring, evaluation and contribute to the development and quality improvement in order to meet targets outlined in the Departmental Operational Enhancement Plan.
- Ensure the timely delivery of departmental reporting, coordinate contributions and data analysis, including support services annual report.
- Effectively manage the Disabled Student's Allowance (DSA) and Additional Support Needs Learning Fund (ASNLF) funding applications, processes and returns. Maintaining accurate records in accordance with regulations and internal and external audit requirements.
- Support engagement with external stakeholders and build positive relationships with partners in Educational Learning Support, Mental Health, Safeguarding and Wellbeing education.
- Be responsible for developing and maintaining Personal Learning Support/Health and Wellbeing Plans. Create individualised support plans based on assessment findings. Collaborate with teaching/support staff to implement these plans effectively, ensuring they are tailored to meet each student's unique needs.
- Organise and attend regular meetings with the student and appropriate staff to evaluate the effectiveness of the learning support/health and wellbeing provision and where necessary make adjustments to the support plan.
- To oversee the SQA and quality assurance procedures for requesting and reviewing assessment and exam arrangement to support students.
- Prepare documentation for alternative assessment requirements and provide support for specific assessment and exam arrangements.
- Work collaboratively with curriculum staff, support staff, and multi-agency professionals to provide holistic support for students.
- Further develop services for care experienced, student carers and other priority groups to enhance pathways to access services and deliver events and initiatives aimed at enhancing the educational experience for all students.
- Advocate for the needs and rights of students, particularly priority groups and those with learning support needs.

- Provide direct support and guidance to students, helping them navigate their educational journey and achieve their potential.
- Actively participate in appropriate college and sector committees and working groups.
- Ensure compliance with all Health and Safety requirements as laid down in the College H&S Policy.
- Undertake any other reasonable duties. The postholder is expected to work flexibly to contribute to the work of the College.

## WHO WE ARE

### ***Vision***

South Lanarkshire College is a further and higher education institution with a mission to create social and economic value for individuals, businesses and communities through learning, with a clear vision;

*“To inspire and transform lives through inclusive, innovative and sustainable education.”*

### ***Mission***

South Lanarkshire College has a clear mission to,

*“Deliver excellence in skills-based education to the workforce of the future creating social and economic value for individuals, businesses and the communities we serve through first-class teaching, learning and support.”*

This mission gives us a real sense of purpose. We exist because of our expertise in learning and teaching.



## VALUES

The College's values are vital in our collective ability to achieve continued success, and they define how we work together as Team SLC.

- **Togetherness:** visionary and transparent leadership, common purposeful goals and build on values.
- **Connectedness:** meaningful participation in decision-making, a listening organisation and developing collaboration.
- **Recognition:** culture of values-based recognition, celebration of individual and team contributions and effective, frequent praise.
- **Enablement:** providing valuable feedback, developing manager effectiveness and individualised training and development.

- **Motivating work:** autonomous working, learning organisation and meaningful work.

*This job description is not intended to detail all tasks undertaken, but simply highlight a number of major tasks of the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post.*

*This job may be amended in future to reflect the changing duties of the post.*

Date Created: October 2025