Job Description: Programmes Support

Reports to: Assistant Head of Programmes/Head of Programmes
Location: Campus based (as assigned), Travel as required for support an CPD
Contract: Term time 39 weeks (to include the last week in August)
Hours: 35hrs 9am - 4.30pm
Status: Permanent
Salary: (£30,000.00) FTE (actual salary £23,261.54)

Role Purpose

The Programmes Support role ensures high quality day to day support for students, teachers and campus operations within a single Pinc College campus. Working closely with the Assistant Head of Programmes and Head of Programmes, the Programmes Support team member provides learning support, pastoral assistance, SEND implementation and administrative coordination that contributes to a consistent, safe and inclusive campus experience.

The role plays a key part in supporting the delivery of Pinc's Engage, Creative Enterprise and Supported Internship programmes by ensuring students are well supported, records are accurate, and teaching teams have what they need to provide excellent learning experiences.

Key Responsibilities

1. Learning Support & programme support

- Provide in campus support to students and small groups, ensuring sessions align with Pinc Methodology, Pedagogy and SEND Strategy.
- Support students to understand tasks, organise their work and access the curriculum.
- Promote independence, creativity and communication in line with individual learning plans (ILPs).
- Support regulation, emotional needs and engagement using trauma-informed and inclusive strategies.
- Work alongside Teachers and Assistant Head of Programmes to prepare resources and organise learning materials.

2. SEND Support & EHCP Implementation

- Apply universal strategies and reasonable adjustments consistently across all learning sessions.
- Support the Assistant Head of Programmes in gathering evidence for ILPs, Annual Reviews and EHCP progress monitoring.
- Assist with the preparation, updating and implementation of student care plans.
- Record student progress, barriers and achievements using the college MIS systems as directed.
- Support interventions and personalised support strategies planned by the teaching team.

3. Student Wellbeing, Pastoral Support & Safeguarding

- Build positive, supportive relationships with students, promoting confidence, wellbeing and emotional safety.
- Provide daily pastoral support including check-ins, regulation strategies and wellbeing conversations.
- Report safeguarding concerns immediately and accurately following college procedures.
- Ensure safe practice, always Prevent duty awareness and Professional behaviour expectations.
- Contribute to student forums, enrichment and student voice activities.
- Supporting students as directed by the Assistant Head of Programmes to progress through the college programme of study aligning with EHCP and preparation for adulthood outcomes.

4. Campus Operations & Daily Coordination

- Support the Assistant Head of Programmes with daily campus organisation including:
    - Attendance logging

- Campus setup
- Resource preparation
- Break/lunch supervision
- Bursary/FSM coordination (admin support only)

- Help maintain a calm, welcoming, creative learning environment throughout the campus.
- Support with taster days, open events, induction and celebration events.
- Assist with communication to parents, carers and relevant professionals as directed.

5. Record Keeping, Data & Administrative Support

- Maintain accurate records of student attendance, progress notes, wellbeing logs and communication logs.
- Support teachers and the Assistant Head of Programmes with preparing evidence for Annual Reviews and quality processes.
- Assist with filing, document preparation, meeting minutes and record keeping in line with GDPR.
- Support resource organisation, stock management and campus logistics.

6. Collaboration & Professional Conduct

- Work collaboratively with Teachers, Job Coach, Assistant Head of Programmes and Head of Programmes.
- Participate in team briefings, CPD sessions, supervisions and performance reviews.
- Uphold safeguarding, equality, diversity and inclusion across all work.
- Follow all Pinc College policies, procedures and expectations.
- Contribute positively to a creative, inclusive and supportive campus culture.
- Communicate using Pinc College systems and processes

General Duties

- Maintain confidentiality and accurate electronic records.
- Follow health and safety procedures and safeguarding protocols.
- Support additional duties that enable smooth campus operations.
- Undertake any other reasonable tasks within the scope of the role.

This role is assigned to a designated campus; however, the Head of Programmes may require the post-holder to work temporarily at another campus within their group of campuses to meet operational needs. Any reasonable additional costs incurred as a result will be reimbursed in line with the expenses policy.

The team member may be required to carry out any other duties reasonably requested, and which are commensurate with nature of the role.

Person Specification: Programme Support

Requirements	Essential	Desirable	Assessment
Qualifications	Good IT skills and ability to use Microsoft tools Willingness to undertake training including Level 2 English & Maths required Learning Support qualification. First aider/willing to work towards. Enhanced DBS with child workforce.	Qualifications in support work, SEND, or creative subjects Enhanced DBS with child workforce on the update service.	Application / Interview

Experience	Experience supporting young people with SEND Experience in education, youth work or similar support roles Experience supporting neurodiverse and SEND students with an EHCP Trauma informed practice	Experience in post16 settings De-escalation strategies Experience in creative, cultural or community organisations and businesses Mental health support strategies Evidence of continued professional development. Special Educational Needs and Disabilities (SEND)	Application / Interview
Knowledge	Understanding of inclusive support strategies Basic understanding of EHCPs and SEND needs Awareness of safeguarding responsibilities	Knowledge of Study Programmes Understanding of Supported Internships	Application / Interview
Skills	Strong interpersonal and communication skills	Ability to prepare creative learning resources	Interview

	Patience, empathy and resilience Good organisational skills Ability to follow direction and work independently Positive approach to team work and high professional standards		