



**Learning Support &
Access Arrangements Manager (on – site)**

JOB DESCRIPTION

**Directorate of Student Services,
Safeguarding & Support**



ADVERTISEMENT

Learning Support & Access Arrangements Manager

Ipswich campus, Suffolk Rural campus*

37 hours per week, 52 weeks per year

Salary £43,269 per annum

** The successful candidate can choose either Ipswich or Suffolk Rural as their main base. However, with Suffolk New College being a multi-campus college, you will be required from time-to-time to travel to our other campuses.*

We are expanding our management team within the Student Services Directorate, and are currently seeking an inspirational leader who is passionate about inclusive practice, breaking down barriers to education and championing success.

As a member of the College Leadership Group, you will lead our Additional Learning Support and Exam Access Arrangements functions across all our sites, ensuring effective deployment of resources, with responsibility for delivery of exceptional learner-centred services, monitoring impact and maintaining statutory and regulatory compliance.

This new role offers an exciting career opportunity to join a growing team. Working closely with the EHCP & High Needs Funding Manager, supported by your team, you will be responsible for the delivery of high quality learning support, timely exam access assessments and the implementation of assistive technologies for learners with SEND.

You should hold a degree or be able to evidence equivalent demonstrable experience alongside a Level 3 qualification in a relevant subject, plus maths and English to a minimum Level 2 (GCSE C or 4). Ideally you will have practical experience in the application of JCQ Access Arrangements and Reasonable Adjustments, *although this is not essential*.

The following knowledge and experience are essential to the role:

- Relevant professional experience in an education / Local Authority environment
- Sound working knowledge of the SEND Code of Practice and of its practical application in education
- Knowledge of best practice models in assessment of need and the allocation of additional learning support
- Knowledge and understanding of JCQ Access Arrangements and Reasonable Adjustments
- Effectively managing and developing teams
- Liaising and working with external agencies
- Working with and supporting young people
- Knowledge of wider issues impacting FE
- Knowledge of assistive technology and its impact in removing barriers to learning

If this is you, then we would love to hear from you! Informal enquiries are welcomed by the Director of Student Services.

For further information, please visit www.suffolk.ac.uk

Closing date: Monday 28th September 2026 at midnight

Interview date: Monday 5th October 2026

Please note we reserve the right to withdraw the advert prior to the closing date if we have sufficient applications. We reserve the right to interview immediately.

Kindly be advised that we are unable to provide skilled worker sponsorship. Applicants must have the right to work in the country without the need for sponsorship.

You may use AI tools to support your application but all information must truthfully reflect your own skills and experience. You may be asked to discuss the details during the recruitment process.

At Suffolk New College, we promote the culture of BeSNC. Implementing BeSNC is not just a choice; it's a commitment to providing the best possible environment for our learners to thrive. It's a commitment to nurturing an inclusive and supportive community where each student, staff and community member can reach their full potential.

The College is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. As part of our ongoing commitment to Equality and Diversity, Suffolk New College guarantee to short list all applicants from a black or ethnic minority group who meet the essential criteria and all applicants with a disability who meet the essential criteria. All appointments are subject to Disclosure & Barring Service (DBS) check.

We do not recognise any agencies or search agencies acting on our behalf unless they have been officially engaged. Applicants should apply to us directly and not be persuaded to go via an agency.

The College will not recognise any agency fees for recruitment activities unless an active engagement linked to a specific role has been agreed.

The College will not pay fees associated with CVs or applicants who are sent to the College via agencies on a speculative basis or in response to college adverts.

Agencies should refrain from sending CVs to anyone working for the College on a speculative basis. The College will make approaches to agencies via our HR team if we feel that we need assistance with a post.

DIRECTORATE OF STUDENT SERVICES, SAFEGUARDING & SUPPORT

The Directorate of Student Services, Safeguarding and Support delivers a fully integrated and pro-active service to both learners and staff across all our campuses. The team works in partnership with curriculum teams and other business support areas of the College to contribute to the delivery of an exceptional learner experience aiming to improve learner achievement, retention and employability in line with College's strategic aims.

The Directorate is responsible for providing a comprehensive support service to all our learners, which includes;

- offering information, advice and guidance across a range of areas
- managing all aspects of support for High Needs learners and for those with EHCPs
- assessing specific access needs of learners to ensure they receive reasonable adjustments
- promoting and managing a culture of safeguarding
- developing and delivering support services for learner mental health and wellbeing
- supporting the transition to college from school or other education providers
- managing the Learning Curves which offer a learner-focused resource and study centre
- delivery of careers information, advice and guidance (CIAG) in line with the College's Careers and Employer Engagement Strategy and the Gatsby Benchmarks.

The Directorate is led by the Director of Student Services, Safeguarding and Support, supported by the Safeguarding & Welfare Manager, the EHCP & High Needs Funding Manager, the Learning Support & Access Arrangements Manager and their respective teams. As a Directorate, the teams are committed to delivering an exceptional experience to our learners, across all of the College's sites, to enable them to achieve and progress on to their chosen career through further or higher education opportunities or employment.

Suffolk New College is a multi-award winning Further Education provider offering high quality, career focused learning across five campuses; Ipswich, Suffolk Rural (Otley), Leiston, Halesworth and Ipswich Town Centre. We are proud to serve diverse communities across the county, providing outstanding opportunities for young people and adults to gain the skills, confidence and qualifications they need to thrive.

With industry standard facilities, specialist workshops and vibrant learning environments, the College delivers a broad curriculum spanning technical, vocational and professional pathways. Learners benefit from hands on experience, strong employer partnerships and a supportive culture that champions ambition and celebrates success. Our campuses are home to modern teaching spaces, cutting edge digital resources and sector leading environments.

We are committed to transforming lives through education. Whether supporting a teenager progressing into their dream career, an adult returning to study or a learner discovering new confidence through English and maths, Suffolk New College is a place where people grow, achieve and belong, Our staff play a vital role in shaping this experience – joining us means becoming part of a collaborative, learner-centred community that is passionate about making a difference.

JOB DESCRIPTION

Learning Support & Access Arrangements Manager (on-site)

Summary of Benefits, and Terms and Conditions

Location:	The main base will either be Ipswich or Suffolk Rural (the successful candidate can choose their main base) However, as Suffolk New College is a multi-campus college you will be required to work at and travel between campuses
Salary:	£43,269 per annum
Salary Scale:	Business Support Management 2 (BSM2)
Contract status:	Permanent
Hours of work:	37 hours per week, 52 weeks per year
Pension:	Career average pension scheme in which employees contribute between 5.5% and 12.5% of salary
Holiday:	25 days per annum, plus statutory Bank Holidays and Christmas closure days
Staff Development:	Corporate and departmental development programme opportunities
Reporting to:	Director of Student Services, Safeguarding & Support
Responsible for:	LSP Team Leaders Exam Access Arrangements Assessors Adults & Apprenticeships Learning Support Co-ordinator Learning Support & SEND Administrator

JOB PURPOSE

The Learning Support & Access Arrangements Manager provides operational leadership for the College's Additional Learning Support and Exam Access Arrangements assessment functions, ensuring services are learner-focussed, compliant, efficient and aligned to college priorities.

The postholder is responsible for driving continuous improvement, ensuring effective deployment of resources, monitoring impact and maintaining compliance with all relevant policies, legislation and awarding body regulations (including, most notably, 'JCQ Access Arrangements and Reasonable Adjustments').

MAIN DUTIES AND RESPONSIBILITIES

The main duties for this postholder fall within the following areas:

Leadership, governance and quality assurance:

- Promote a culture of high expectations, inclusion and learner-centred practice
- Act as the College's lead specialist for Exam Access assessment compliance
- Lead the strategic development of Additional Learning Support and Exam Access Arrangements assessment services
- Develop and implement service improvement plans informed by learner outcomes, performance data, compliance monitoring and stakeholder feedback
- Ensure college systems, policies and procedures comply with the SEND Code of Practice, Equality Act and relevant education legislation
- Foster strong partnership working by working collaboratively with curriculum and support teams and external partners as deemed relevant to the role
- Produce and present reports, service evaluations and performance updates for senior leaders, governors and external stakeholders
- Contribute to college strategic planning, self-assessment and quality improvement activities and audits relating to SEND provision.

Oversee and manage timetabling allocations and deployment of learning support staff:

- Ensure learning support provision remains responsive to changing learner needs, legislative requirements, sector developments and best practice
- Ensure learning support resources are deployed effectively and represent value for money in accordance with High Needs funding allocations, whilst maximising learner progress against identified outcomes
- Monitor the effectiveness and impact of support interventions through implementation of robust quality review processes, data analysis and feedback frameworks
- Lead Advanced Learning Support Practitioners (ALSPs) workstreams, ensuring focused delivery aligns with the 4 broad areas of need as outlined within SEND Code of Practice
- Lead workforce planning and development activities to ensure sufficient capacity, knowledge, skills and succession planning across the Learning Support teams
- Establish and maintain quality standards for learning support practice, undertaking observations and leading on audits and service reviews as appropriate.

Manage exam access arrangements assessment processes:

- Maintain oversight of changes in JCQ regulations and ensure that assessors have timely access to essential CPD in order for them to remain compliant in their assessments
- Ensure college policies and procedures remain up-to-date and cognisant of any changes in JCQ regulations
- Manage the timely receipt and storage of assessment information from schools / prior settings at the beginning of each academic year, adhering to data protection principles
- Manage the timely co-ordination of Exam Access assessments in accordance with JCQ regulations, liaising with relevant college teams regarding the required arrangements
- Ensure sufficient assessment capacity is maintained throughout the academic year, including during periods of peak demand, commissioning external assessors as necessary

- Monitor assessment performance against internal and awarding body deadlines, reporting performance trends to senior leaders
- Ensure accurate and timely maintenance of learner records as may be required for audit and inspection purposes
- Act as the escalation point for any complaints and appeals relating to Exam Access arrangements, providing support to Director of Student Services with complex cases.

Manage assistive technology:

- Lead the development of innovative approaches to supporting learner independence through inclusive teaching strategies and assistive technology, further developing learners' independence, whilst upholding their dignity and safety
- Lead on the evaluation, procurement and implementation of assistive technologies for learners with SEND
- Ensure every team member is competent in coaching learners in the use of assistive technology (including ReadWrite and reader pens)
- Ensure staff receive appropriate training and support to maximise the effective use of assistive technology
- Monitor the impact of assistive technology on learner outcomes and service efficiency.

Manage assessment of needs processes:

- Ensure robust management of initial assessment of needs processes for all learners declaring a need (all programme types, including apprenticeships) such that needs are understood and college teams have timely access to the necessary information required to inform strategies and implement support packages and interventions as appropriate
- Ensure academic teams are provided with timely access to the necessary information required to help inform risk assessments and PEEPs
- Ensure accurate and timely maintenance of learner records as may be required for audit, funding returns and inspection purposes.

In addition to these core responsibility areas, the postholder will be required to:

- Manage the recruitment, induction, probation, appraisal, wellbeing, workload allocation and continuing professional development of direct reports
- Create a culture of accountability, continuous improvement and outstanding service delivery
- Actively participate in college events such as End of Year Celebrations, Open Events and Parents' Evenings as required
- Take a pro-active approach and responsibility for the welfare and safeguarding of all learners in line with the College's safeguarding policies and procedures
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

This Job Description sets out the major duties associated with the stated purpose of the post. It should not be assumed that other duties of a similar level / nature undertaken within the section are excluded simply because they are not itemised.

The duties of this post could vary from time to time as a result of new legislation, changes in technology or policy changes, should there be such variation, appropriate training may be given to enable the postholder to undertake the new / varied work.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications	- Degree – OR equivalent demonstrable experience <u>and</u> a Level 3 qualification in a relevant subject - Maths and English to minimum Level 2 (GCSE C or 4)	
Knowledge and Experience	- Relevant professional experience in an education / Local Authority environment - Sound working knowledge of the SEND Code of Practice and of its practical application in education - Knowledge of best practice models in assessment of need and the allocation of additional learning support - Knowledge and understanding of JCQ Access Arrangements and Reasonable Adjustments - Effectively managing and developing teams - Liaising and working with external agencies - Working with and supporting young people - Knowledge of wider issues impacting FE - Knowledge of assistive technology and its impact in removing barriers to learning	- Practical experience in the application of JCQ Access Arrangements and Reasonable Adjustments - Practical experience in the deployment of staff
Skills	- Ability to communicate with a diverse range of audiences including learners, parents / carers and external agencies - IT literate and a drive to streamline and seek efficiency through effective use of technology - High level time management and organisational skills - Ability to build and maintain professional and collaborative working relationships both internally and externally - Teamwork with a commitment to sharing and promoting best practice	Data and trend analysis
Qualities & Attributes	- Learner-focused approach - Active listening and coaching style - Sound judgement with the ability to foresee and assess risk - Pro-active and solution-focused approach to problem solving - Calm under pressure with a resilient approach - Self-aware and reflective - Diplomacy, tact and integrity, with due regard for confidentiality	

Attitude	• Driven to deliver a high quality service and commitment to continuous improvement • Embed and promote equality, diversity and respect through all aspects of the role • Pro-active commitment towards safeguarding and promoting the welfare of young people • Positive and can-do attitude towards work • Actively participate in continued professional development • Flexible approach to meeting changing needs.	
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EQUALITY & DIVERSITY

All applicants will be afforded equal opportunity of employment irrespective of gender, marital status, pregnancy or maternity leave, sexual orientation, transgender, disability, age, ethnicity, religion or belief. As part of our on-going commitment to Equality and Diversity, Suffolk New College guarantee an interview to all applicants who have declared a disability or are from a black or ethnic minority group who meet all of the essential criteria.

CRIMINAL CONVICTIONS

Suffolk New College welcomes applications from a diverse range of candidates. Unless the nature of the work demands it, applicants will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974. Having an 'unspent' conviction will not necessarily bar applicants from employment. This will depend on the circumstances and background to any offence(s). Any post which involves direct contact with persons under the age of 18 or with vulnerable adults is exempt under the Rehabilitation of Offenders Act 1974 and applicants are required to disclose spent convictions. Appointments will be subject to an enhanced Disclosure check by the Disclosure and Barring Service.

INFORMAL ENQUIRIES

For informal enquiries, please contact Greer Hill, Director of Student Services, Safeguarding & Support via email greerhill@suffolk.ac.uk

BUSINESS SUPPORT MANAGEMENT SCALE GRADE 2

Grade name	Scale point	Scale reference code	01/08/2026
BSM 2	6	Business Support Management	43,269.00
BSM 2	7	Business Support Management	44,565.00

BSM 2	8	Business Support Management	45,927.00
BSM 2	9	Business Support Management	47,289.00
BSM 2	10	Business Support Management	48,639.00
BSM 2	11	Business Support Management	49,887.00