

**Job Description**

**Post title:** 0.6 FTE Learner Services Administrator

**Responsible to:** Learner Services Manager

**Salary:** AOC Scale Point 21-24 £24,075 - £26,182 per annum

**Hours:** 35 hours per week.

**Purpose of Job:**

Learners Services are the first point of contact for all learners, prospective learners and visitors.  The requirements of the role are to provide a warm and professional welcome to all potential learners, visitors and staff via face-to-face contact, online, telephone and in writing.  You will play a vital role for the College in the recruitment of learners to our courses.  You will be required to accurately respond to and process pre course enquiries, processing enrolments in accordance with funding body guidelines, providing advice and guidance to prospective learners and seeking support from curriculum colleagues or other services within the College to manage more detailed enquiries.  The role including delivering a full telephony service and other administrative tasks as required. To support the College by participating in a range of recruitment events, both on and off site.

**Main Duties and Responsibilities:**

* Provide a comprehensive reception service for learners, staff, visitors, and members of the public, in a warm and welcoming manner.
* To respond to incoming calls and web chat in a positive and professional manner, accurately collecting information so it can be managed appropriately.  Dealing with queries or signposting where necessary.
* To accurately record all enquiries and complete actions to ensure the enquiry is resolved and follow up as necessary.
* To assist prospective learners to complete enrolment forms as required (online or onsite enrolment), to ensure that data is entered as accurately and efficiently as possible into the College’s Information System, whilst complying with GDPR at all times.
* To responsible for accurately processing of enrolments.  Understanding how fee assessment works as part of the enrolment process.  Understanding the administration of bursary and other learner financial support, liaising with MIS and Finance as required.  To maintain learner records in accordance with the funding body’s guidelines.
* To be responsible for handling cash, which will be made up of enrolment fees and other sundry payments and adhere to banking procedures; as well as being responsible for security of all monies at all times, until placed in the safe.
* To comply with all of the College’s systems and procedures necessary to ensure accurate, complete and robust data is collected and maintained for all of the provision with adherence to GDPR and funding body guidelines.
* To provide administrative services within Learner Services completing day to day routine office tasks as required.
* To ensure that all activities are carried out to meet service standards, including the Matrix standard for information, advice and guidance and contribute to service targets.
* To support the range of internal and external events as planned throughout the academic year.
* To attend and contribute to internal and external meetings including weekly team meetings and training events, representing the College where required.
* To develop effective working relationships internally and, where appropriate, with external partners the College works with.
* To cover shift patterns within agreed opening and closing times at both Crowndale Road and Kentish Town sites.
* To process incoming and outgoing internal and external mail and deliveries including any special services such as recorded delivery.
* To display commitment to the protection and safeguarding of vulnerable adults and other stakeholders.
* To promote by consistent example, both internally and externally, the ethos, values and behaviours of the College.  To be aware of equal opportunities and diversity and to demonstrate these principles in all aspects of work.
* To assist in carrying out the College’s Health and Safety policies, practices and legislation and ensure compliance and that safe working practices are adopted at all times.
* To record any complaints from customers, clients, staff or the public in accordance with the College’s complaints procedures. To ensure full and accurate details of complaints are referred to Admissions & Learner Services Manager and/or Director of Learner Services as appropriate.
* To carry out other duties commensurate with the post.

The post involves working with young people and vulnerable adults and consequently is subject to a satisfactory enhanced disclosure check with the Disclosure and Barring Service (DBS)

The job description is accurate as at May 2021 but is subject to change and development in line with the needs of the College

**PERSON SPECIFICATION – Learner Services Administrator**

This person specification will be used in shortlisting and in interviewing to select the best candidate. You are therefore advised to address each aspect of the person specification in your written application.

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|  |  | **Essential** | **Desirable** | **Method of Assessment**  **A - Application form**  **I – Interview**  **T- Test** |
|  | **Qualifications** |  |  |  |
| 1 | Minimum Level 2 English & Maths (GCSE Grade C or above or Grade 4 or above) |  |  | A |
| 2 | Customer Care Qualification or NVQ 3 in Advice and Guidance. |  |  | A |
|  | Experience |  |  |  |
| 3 | Experience of working in an administration role, within a customer focused service. |  |  | A/I |
| 4 | Experience of working within an education based environment dealing with information, advice and guidance |  |  | A/I |
|  | Skills and Abilities |  |  |  |
| 5 | Excellent oral and written communication skills |  |  | A/T |
| 6 | Excellent customer service skills. |  |  | A/I |
| 7 | Ability to work on own initiative and without supervision. |  |  | A/I |
| 8 | The ability to prioritise tasks and meet deadlines. |  |  | A/I |
| 9 | Excellent IT skills (MS Office) |  |  | A/T |
| 10 | The ability manage challenging situations with confidently and with sensitivity. |  |  | A/I |
| 11 | The ability to listen to enquirers carefully, extract relevant information and signpost as required. |  |  | A/I |
| 12 | The ability to represent the College in a positive way at all times. |  |  | I |
|  | Personal Attributes & Qualities |  |  |  |
| 13 | Flexibility including the ability to work evenings and weekends and from more than one location. |  |  | A/I |
| 14 | Ability to work as part of a team. |  |  | A/I |
| 15 | Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment. |  |  | A/I |
|  | **Other Factors/Additional Requirements** |  |  |  |
| 16 | A strong commitment to excellent and learner success. |  |  | A/I |
| 17 | To work within the guidelines of the College’s Safeguarding & Prevent Policy and Procedures |  |  | A/I |
| 18 | Ability to speak one of the community languages – Somali, French, Portuguese, Spanish or Bengali is desirable |  |  | A |



**APPLICATION AND PROCESS**

We hope that you are excited by the prospect of working at the oldest adult FE College in Europe and we are convinced that you will find WM College a great place to work.

Good luck and we look forward to receiving your application.

**How to Apply**

Applications must be submitted online at the link below:

<https://ce0436li.webitrent.com/ce0436li_webrecruitment/wrd/run/etrec106gf.display_srch_all?wvid=5921542Fsu>

Applicants will be shortlisted for interview by matching the details given on their application form against the Job Description and Person Specification for the role. We would therefore ask applicants to provide clear evidence to show how their experience, skills and knowledge match those requirements.

**Further information**

To find out more about this role, please email

recruitment@wmcollege.ac.uk



**EMPLOYEE BENEFITS PACKAGE**

The benefits available to all staff employed at WM College include the following:

* Competitive salary, paid monthly
* Contributory group personal pension scheme (for non-teaching staff) with contribution rates of 2.4% net from employee and 5% from employer
* Generous annual leave entitlement
* Interest free season ticket loan
* Full CPD programme reflecting individual needs and aspirations
* Cycle to work scheme
* 50% discount on most College classes (terms and conditions apply)
* Employee Assistance Programme
* Death in service benefit insurance (providing 2 x salary cover)
* Family friendly HR policies