

Job Description

Job Title:	IAG Co-ordinator
Responsible To:	Adult Community, Projects and Delivery Manager
Line Management of other staff:	No
Location:	Colchester - but sometimes required to work at other locations.
Salary:	£23,473 - £24,050 per annum
Date of last review:	April 2024

Purpose Statement:

The successful post holder will hold a critical front of house position within the college providing a welcoming and caring first point of contact for candidates (mainly adult learners) looking to consider / pursue career options or career change opportunities. They will also provide co-ordination support for the development and delivery of exciting new projects and programmes to enhance the colleges opportunity to support adult learners.

The post holder will provide crucial initial information advice and guidance for clients and as such will be required to hold, or achieve while in post, a level 2 IAG qualification.

This role requires the successful candidate to have outstanding interpersonal, oral and written communication skills, be able to accurately qualify candidate's needs and have strong organisational skills including the use of digital and IT systems.

Main Duties & Responsibilities:

1	To provide an enquiry service to students, (mainly adult learners) providing initial Information Advice and Guidance (IAG), online, through email via telephone or on occasions face to face at external venues.
2	To work closely with the college's National Career Service advisers ensuring candidates are presented with the option of an NCS interview at all times.
3	To use the college's digital and IT systems to track, record and monitor candidate enquiries, following up to check satisfaction and action where necessary to ensure wherever possible candidates needs are met.
4	To research and manage confidential and sensitive amounts of information on various internal and external CRM platforms including Touchpoint and Talent Pool.
5	To assist in the collection, monitoring, analysis, preparation and presentation of performance information, producing financial and statistical data reports.
6	Use reports to create timely Careers Skills and Action Plan reviews responding to customer queries and requests for further IAG.
7	Interpret LMI data to effectively extract information with the prime goal of selecting those who would benefit from an IAG appointment.

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9	To professionally handle inbound and outbound telephone, postal and electronic enquiries from learners and employers.
10	To undertake administrative duties including, but not limited to, data inputting, filing, scanning, booking and diary management etc.
11	To have an awareness of safeguarding the welfare of children and vulnerable adults (including Prevent, E-safety and British Values) for whom you come into contact with as part of your role.
12	To develop and update personal professional expertise in the relevant areas.
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14	Adhere to and promote the College's Safeguarding, Diversity, Equity & Inclusion, College Values and Health and Safety policies and practices.
15	To undertake any other associated duties determined by the college.

This job description is current as the date shown. It may be amended in any way following consultation with the post holder to take account of changes or anticipated changes in the organisation or management of Colchester Institute

Person Specification

Job Title: IAG Co-ordinator

Qualifications	Essential	Desirable	How is this assessed?
Minimum of Level 2 qualification in English and Mathematics GCSE 4+ or C and above / CSE Level 1 / O-Level C or above / Level 2 Adult Numeracy or Literacy or equivalent.	✓		A
Microsoft Office skills including Word and Excel to an intermediate level.	✓		A
NVQ (or equivalent) in Customer Service or Administration.		✓	A
Level 2 IAG Information, Advice & Guidance qualification or a willingness to work towards one within the first 6 months of joining.	✓		A / I
Experience	Essential	Desirable	How is this assessed?
Minimum 12 months experience of working in a busy administrative environment.	✓		A / I
Minimum 12 months experience within a customer service role.		✓	A
Knowledge and Skills	Essential	Desirable	How is this assessed?
Excellent interpersonal, oral and written communication skills.	✓		A / I
IT/ digital proficient with an ability to use all Microsoft Office programmes particularly Word, Excel and Outlook.	✓		A / I
Well organised and able to multi-task.	✓		A / I
High level of accuracy and attention to detail.	✓		A / I
Good customer service skills including an excellent telephone manner.	✓		A / I
Self-motivated with the ability to work independently and as a member of a team.	✓		A / I
Understanding and commitment to safeguarding the welfare of children and vulnerable adults, creating a safe learning environment.	✓		A / I

Personal Attributes	Essential	Desirable	How is this assessed?
Energetic and enthusiastic.	✓		A / I
Friendly and approachable.	✓		A / I
Ability to work across all college campuses if and as required.	✓		A / I
A strong commitment to Equity Diversity, and inclusion.	✓		A / I
Enjoys working collaboratively and seeking collaborative opportunities.	✓		A / I
Ability to work flexibly to meet changing needs and work demands.	✓		A / I
Continuously improving and commitment to own personal and professional development.	✓		A / I
Essential Company Attributes			
Initiative: Demonstrating the willingness and ability to use initiative – whether that means deciding on necessary action and following it through - or suggesting ways to work in a better way.	✓		A / I
Influencing Skills: The ability to persuade others.	✓		A / I
Adaptability: Willingness to adapt and embrace to the changing and varied needs of the business.	✓		A / I
Interpersonal Skills: The ability to communicate and interact with other people in a way that promotes productive relationships.	✓		A / I
Teamwork: The willingness and ability to collaborate and work closely with colleagues in a mutually supportive manner.	✓		A / I

KEY:

A	Application
I	Interview
P	Presentation/Micro-teach
T	Test