

Job Description

Job Title: Learner Support Officers (Sutton/Wallington/Outreach)

Group: CYPLS

Post Number: TBC

Unit/Section: SCOLA

Grade: Sc3/4 (TBC)

Responsible to: Deputy Head of Learner Support Services/Centre Manager
Wallington/Centre Manager Outreach

Corporate Service area: Learner Support Services

Overall Purpose of the Job:

1. To maintain and provide excellent customer service in all aspects of first line customer contact including providing basic information and advice on College services and programmes, enrolment and admission services, progression opportunities, basic career advice and general public enquiries.
2. To ensure accurate and up to date record keeping and the maintenance of learner data and information, including attendance records and fee collection, on relevant College systems.
3. To liaise effectively with curriculum staff on information related to learners and administrative matters and on occasions deputise in all aspects of running the centre.

Main Duties and Responsibilities:

4. To deliver high quality, safe and legally compliant first line customer services including the administration of the enrolment and admissions function and the giving of basic information and guidance to learners on courses, progression and general career prospects.
5. To contribute to the overall achievement, outcomes and success of the College (in line with the College Strategic Plan and Policies) and to ensure the student learning experience is optimised.
6. To be the key contact point for channelling accurate and up to date learner data and information to relevant areas in the College.
7. To comply with all related statutory, regulatory and key operational issues, ensuring all relevant legal and legislative matters are adhered to.

8. To support the implementation of SCOLA's Quality Assurance Framework and participate in on-going quality and service improvements that will result in the highest standards of customer service.
9. To fully participate in regular Self-Assessment Reviews contributing to the improvement of quality and effectiveness of service.
10. To assist in the liaison arrangements between Corporate Services teams and Curriculum teams to ensure that learner needs are met within the remit of the service.
11. To take personal responsibility for own professional development in consultation with line manager, and be proactive and willing to invest in own development subject to the availability of appropriate resources and job/organisational requirements.
12. To be responsible for Health & Safety and Safeguarding issues relevant to area of work.
13. To be responsible for supporting an inclusive, non-discriminatory learning environment in line with the College's Equality policy.
14. To participate in the College's continuous review (appraisal) scheme including the 360° feedback scheme and to work towards achieving and/or exceeding of targets set - including carrying out the formal appraisal of appropriate staff.
15. To undertake any other such comparable duties (including any cover required), commensurate with the grade of the post, as required by the Principal as they occur.
16. To be responsible for handling cash, cheques and credit card payments under line management supervision.

TO BE COMPLETED BY THE JOB HOLDER (or job holders representative).

I agree the above job description

Signature

Date.....

TO BE COMPLETED BY THE LINE MANAGER TO WHOM THE JOBHOLDER IS RESPONSIBLE TO.

Signature

Date.....

Job Title

TO BE COMPLETED BY THE DIRECTOR/CHIEF OFFICER

Signature

Date.....

Job Title

Signature of Postholder:.....

Date:.....

Signature of Line Manager:.....

Date:.....

Person Specification

Learner Support Officer

Experience	How assessed
1. Successful track record and experience of providing front of house and customer facing services resulting in improved efficiency and effectiveness of service.	A/I
2. Successful track record in providing high quality customer service demonstrating the ability to innovate in order to improve services.	A/I
3. The ability to rapidly acquire or have a good understanding of ACL and further education funding and its impact on enrolment and admission processes.	A
Skills, Knowledge and Abilities	
4. Detailed knowledge of the curriculum or an ability to acquire such information from multiple sources such as the website or prospectus	A/I
5. Emotionally intelligent, an excellent team player with effective interpersonal skills and a willingness to contribute to the development of the service through individual contributions.	A/I
6. Excellent communication and the ability to research give and receive information and advice effectively to a wide range of audiences and formats.	A/I/T
7. The ability to problem solve, use own initiative and conclude an enquiry with minimum supervision or need to escalate to other staff.	A/I/T
8. Excellent organisation skill and the ability to input and manipulate data accurately and maintain databases.	A/I
9. Ability to understand and implement service plans that links to the overall College Mission and Strategic Objectives.	A/I
10. Ability to work flexibly, and be able to work under pressure at busy times of the year.	A/I
11. Ability to maintain confidentiality, act with integrity, uphold ethical values, including social responsibility, equality and diversity in line with the College's PRIDE values.	A/I
12. Good IT skills in Microsoft Office and good literacy and numeracy skills.	I/T
13. Commitment to own learning and development.	A/I
14. The ability to be trained in cash handling and the relevant financial processes	A/I/T
Qualifications	
15. Equivalent senior experience in a relevant setting.	A

A = Application

I = Interview

T=Test

This job description is subject to regular reviews. Date of creation: Feb 20113.