

SOUTHEND ADULT COMMUNITY COLLEGE

JOB DESCRIPTION

Job Title	Learner Services Assistant
Reports To	Learner Services Manager
Level	Level 5
Main Purpose of the Job	<p>To provide efficient, effective, accurate and responsive administrative support service for the Learner Services function with high levels of appropriate customer service to learners, staff and external partners. At all times to be of service to internal and external users responding to, and supporting, their individual needs</p> <p>The role of Learner Services Assistant is to assist with all aspects of work within the Learner Services team including but not limited to enrolment, payments, reception, learner enquires, information and advice and general administration.</p>
Key Responsibilities	<ul style="list-style-type: none"> • To answer enquiries and queries made in person at reception, by telephone or via email. • To communicate with learners by phone, text, email or letter e.g. course cancellations, postponements, attendance, fees, change of course timetable, waiting lists. • Ensure all visitors to the college are appropriately greeted at Reception, signed in, issued with a visitor badge and directed to their meeting, or the member of staff is called, accordingly. • Monitor and responding to enquiries on the general mailbox and answerphone as appropriate, redirecting where required and follow-up with resolution/outcomes. • To be familiar with the college offer providing advice and information where required both during enrolment process and whilst on programme. To assist with the enrolment process for all learners providing support to learners where required across the College sites, including support for, and processes associated with learners attending a pre course assessment, working with tutors to assist efficient/appropriate enrolment. • To be conversant with the apprenticeship offer at the College, activity promoting the current and forthcoming pathways.

- Ensure that all learner information required is correctly entered onto college systems (e.g. TERMS), identifying anomalies and ensuring any subsequent changes to records are processed accurately and in a timely manner.
- To take and process payments for courses using the college MIS system and receive cash for resources/courses at reception. To assist with banking arrangements and to reconcile payments as directed by the Learner Services Manager
- To ensure that all learners have an Agreement that is fully completed and accurate and satisfies funding and GDPR regulations.
- Support the administration of 19+ Learning Loans. To provide advice and guidance on loans available in liaison with the IAG team. To provide advice and guidance on application process for Advanced Learner Loans (ALL)
- To provide advice, information, administration support for 14 – 16 and 16 – 19 learner cohort(s) in the College and work with curriculum teams to co-ordinate administrative needs as per requests and procedures for the learners and courses
- To provide effective and timely communication both verbal and written, to enable learner access to the appropriate financial support. Monitor the loan status and application status of ALL to ensure up to date progress reports are available to the Learner Services Manager
- Ensure finances are balanced according to change of circumstances, withdrawals, and breaks in learning
- Ensure the process for collecting and collating outstanding learner payments is robust and effective and support the responsible person with the maintenance of, and the reduction of, the outstanding payments debt register. To proactively follow up with learners who have outstanding payments and understand how and when to escalate an outstanding debt.
- Where appropriate, to support learner services and recruitment activities, work with marketing to undertake on-site/off-site recruitment campaigns and update the website appropriately

	<ul style="list-style-type: none"> • Support the administration of college systems as directed by line manager for all College activities and courses offered across all of the sites for the College • To provide Learner Services Assistant role and learner support across the College at all locations required as directed by line manager and needs of the College and learners • To work as a Learner Services Team ensuring learner's needs and support through their Learner Journey in the College are first and foremost in the teams' actions/interaction with learners • To work as part of the college wide administrative team carrying out duties including but not limited to: <ul style="list-style-type: none"> ○ Filing ○ Incoming and outgoing mail ○ Scanning ○ Photocopying ○ Data entry ○ Ensuring resources are available for specialist courses and made ready for learners and groups appropriately ○ Monitor and ordering of stationery supplies. <p>General</p> <ul style="list-style-type: none"> • Attend all safeguarding training as required by the college and promote and support the college's responsibility towards safeguarding. To attend and be aware of Prevent in College. • Uphold and promote the college's policy on Data Protection, being mindful of their responsibilities under the act in processing personal data and of the implications of unauthorised disclosure. • To be familiar with all appropriate college policies and procedures, and especially Run, Hide, Tell • To take part in the appraisal process and take part in required training/CPD. • The duties may be varied by Learner Services Manager to meet demand or changed circumstances in a manner compatible with the post held
	<p>College wide responsibilities and behaviours:</p> <ul style="list-style-type: none"> • Staff have a responsibility and duty of care to safeguard and promote the welfare of pupils and staff. Staff must be aware of the systems within the College which support safeguarding and must act in accordance with the College's Safeguarding & Child Protection policy and Code of Conduct. Staff will receive appropriate child protection training which is regularly updated.

	<ul style="list-style-type: none"> • Staff are responsible for their own health and safety in the workplace and that of other staff, students and visitors to our sites and must adhere to policies and procedures • Staff are required to consider sustainability of resources and the potential impact on the environment, in the workplace.
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Attributes	Activity	Essential	Desirable	How evidenced
Qualifications or membership to registered Body	Level 2 English	√		Certificate
	Level 2 Maths	√		Certificate
	Level 2 IT qualification	√		Certificate
	Level 2 Information Advice and Guidance (if not must be obtained within 2 years of appointment)		√	Certificate
Knowledge and experience	Proficient in Word, Outlook, Excel.	√		Application / interview
	Experience of using databases.	√		Application / interview
	Proven experience of working successfully as a member of a team	√		Application / interview
	Experience of working in a customer focused role	√		Application / interview
	Experience of working within an office environment	√		Application / interview
	Working to tight deadlines	√		

	Proven experience of working with people from a range of different backgrounds		√	Application / interview Application / interview
Council Competencies	Ability to be flexible, with a can-do attitude and work independently	√		Interview
	Ability to prioritise workload and work accurately with attention to detail.	√		Interview
	Ability to work under pressure.	√		Interview
	Ability to seek out and understand the expectations and needs of customers/clients	√		Interview
	Excellent communication skills; both written and verbal.	√		Interview
	Ability to work as part of a team.	√		Interview/ Reference
	Ability to maintain confidentiality at all times and act with discretion.	√		Interview/ Reference
Additional Information	Willingness to perform First Aid duties (with appropriate training)		√	A/I
	This post requires evening, and cross site working.	√		A/I