

 Richmond and Hillcroft Adult Community College	JOB DESCRIPTION/ PERSON SPECIFICATION
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POST	Learner Services Advisor
DEPARTMENT	Learner Services/Learner Experience
GRADE	Scale 3 and 4
REPORTS TO	Learner Services Manager
DIRECT REPORTS	None
WORKING PATTERN	Flexible rota on a shift basis to cover working hours of 8:30am – 8:00pm Monday to Friday, and weekends between 8.30 am – 5.00 pm as required

JOB PURPOSE

- To offer an accessible, efficient and client-focused enrolment, information, admissions and reception service that meets the diverse needs of stakeholders.
- To support learners to access learning through the provision of information, advice and guidance to prospective and current learners on eligibility, courses and course requirements.
- To process and manage student applications and enrolments and to undertake a range of associated administrative duties.
- To book childcare for eligible learners and liaise as appropriate with the college crèche service and external childcare providers.

MAIN DUTIES AND RESPONSIBILITIES

- To provide learners and the public with accurate and up to date information on eligibility for concessions, childcare, bursaries, Government funding and other support and to provide assistance with making relevant applications as required.
- To enrol students on courses, in line with eligibility criteria and enrolment procedures for data collection.
- To carry out a range of administrative tasks including post duties, cashing up, banking, filing, maintaining and ordering stationery and provision of cover for colleagues as required.
- To assist in the timely and efficient processing of withdrawals, transfers, refunds and credits in liaison with the MIS team.
- To provide a professional image at all times and excellent customer care to both internal and external colleagues.
- To promptly follow up all enquiries to maximise learner enrolment and provide excellent customer service.
- To provide a first line response to learner feedback, sign posting learners to relevant college policies and procedures as required and ensuring that learners feel confident that their views and needs have been taken seriously.
- Work flexibly to provide appropriate cover and front line presence to college activities.
- Handle fees, cash payments and invoices according to College guidelines and policies.
- To book external childcare providers in person, by email and on the phone as required and provide information and support in booking the college crèche.

General Duties:

- To commit to ongoing professional development by undertaking job related training.
- To act as a designated First Aider and Fire Marshal where required to ensure RHACC meets its legal requirements under the Health and Safety at Work act, including regular training.
- To contribute to the planning and development of the service as a member of the team.
- To have a duty of care to yourself and others regarding Health and Safety issues and ensure that the College's Health & Safety Policies and Procedures are implemented.
- To actively promote the College's Equality & Diversity policy, encouraging staff awareness and participation in all areas.
- To actively promote the College's safeguarding policy and be aware of your responsibilities to report concerns.
- To carry out duties pertinent to the scope of the post as directed by the Principal or other senior managers of the College.

The above are the key accountabilities as currently defined; they are not listed in priority order and should not be taken to be so. These accountabilities may be subject to periodic review, and the post holder will be expected to take on such variations as are consistent with the level of responsibility and purpose of the post.

PERSON SPECIFICATION

The successful candidate will fulfil the following essential requirements, and will also ideally hold the desirable attributes.

		ESSENTIAL	DESIRABLE	LIKELY TO BE ASSESSED BY: I – Interview AF – Application form T – Task
	KNOWLEDGE			
1	Commitment to Equality and Diversity, Safeguarding and Health and Safety	✓		I
2	Knowledge of office administration including the effective maintenance of paper and electronic filing systems.	✓		AF, I & T
	ABILITIES/SKILLS/EXPERIENCE			
3	Proven computer literacy in using standard office software applications such as Microsoft Office Suite especially Outlook, Word and Excel and confidence in using Access Databases and the Internet to research information	✓		I & T
4	The ability to work effectively as part of a team, share tasks and responsibilities with other members of the team and work on own initiative	✓		I
5	A good standard of written English and confident and effective oral communication skills with an ability to communicate effectively and sensitively with people with differing abilities, backgrounds and experience	✓		AF & I
6	Experience of providing excellent customer service to a range of internal and external customers, with good interpersonal skills, including tact, discretion.	✓		AF & I
7	Excellent time management skills and the ability to organise and prioritise work demands to meet tight deadlines whilst maintaining accuracy.	✓		I & T
8	Experience of working in an education environment, ideally in Admissions in either the FE/HE sector		✓	I
9	Experience of giving information, advice and guidance to clients in a professional setting	✓		AF & I
10	The ability to interpret regulations and procedures and to provide clear advice to enquirers.	✓		I & T
11	Experience of liaising with a range of		✓	

	staff across an organisation and of working with external stakeholders/partners			I & T
12	Independent thinker, self-motivated who is pro-active, shows initiative and works well under pressure	✓		AF & I
	QUALIFICATION			
13	Good general education up to Level 2 in particular in English	✓		AF
14	NVQ level 2 qualification in Information, Advice & Guidance (IAG)		✓	AF
15	A high level of IT skills either with a formal qualification or gained through on-the-job experience	✓		AF
16	Trained First Aider and Fire Marshal		✓	AF