

 <b>Richmond and Hillcroft Adult Community College</b>	<b>JOB DESCRIPTION/ PERSON SPECIFICATION</b>
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<b>POST</b>	Learner Services Administrator
<b>DEPARTMENT</b>	Learner Services
<b>GRADE</b>	Scale 1 £25,997 to Scale 2 £28,022
<b>REPORTS TO</b>	Enrolments Team Leader/ Head of Enrolments & Admissions
<b>DIRECT REPORTS</b>	None
<b>WORKING PATTERN</b>	Flexible rota on a shift basis. Core hours are Monday to Friday, 08:45-17:00. Occasional cover of late shift until 20:00, Saturdays and Open Days.

#### JOB PURPOSE

- To offer an accessible, efficient and client-focused enrolment, bursary, information and reception services that meet the diverse needs of stakeholders.
- To support prospective and current learners to access learning through the provision of information, advice and guidance on courses, course requirements and eligibility.
- To process and manage student course applications and enrolments and to undertake a range of associated administrative duties.
- To carry out a range of administrative tasks for curriculum areas in a professional and timely manner.
- To keep up to date with current and new rules and regulations regarding Bursaries, Loans and International Student Visas.
- To support and advise learners with all aspects of Visas, Bursaries, Loans and other financial support options available to them.

#### MAIN DUTIES AND RESPONSIBILITIES

- To always provide a professional image and excellent customer service to both internal and external stakeholders.
- To act as first point of contact for telephone, email and online chat enquiries, messages and visitors to the college.
- 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 provide an efficient service to visitors to the Learning Resource Centre, ensuring it is always a welcoming and appropriate study environment and represents the high professional standards of the college, to all service users.
- To provide computer based initial and diagnostic assessment of learners' English and Maths skills to assess their ability to meet course entry requirements on courses.
- To ensure responses to enquiries are accurate and compliant with data protection legislation.
- 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.

- To maintain an awareness of the courses run by each curriculum area and of the timetables and contact details of curriculum staff in order to answer queries and liaise effectively with those who communicate within the curriculum area, from both inside and outside the College.
- Carry out a range of administrative tasks including post duties, handling fees and cash payments, invoices, cashing up and banking in accordance with College guidelines and policies.
- To maintain filing and database systems within the Learner Services department.
- Work flexibly to provide appropriate cover for colleagues and front-line presence to college activities.
- To be a member of relevant committees and working groups as required.
- To assist with College events, which may be held in evenings or weekends.

### ***Bursaries***

- To review new bursary applications ensuring that meet eligibility criteria and are processed in line with the College Bursary Guidance.
- To ensure that bursary records are accurately maintained in line with college policies.
- To ensure that any errors are reconciled and dealt with promptly.
- To process bursary claims accurately and on time.
- To book childcare for eligible learners and liaise as appropriate with the college crèche service, childminder contact and external childcare providers.
- To ensure that the childcare invoices are processed accurately and on time.

### ***Advanced Learner Loans***

- To take responsibility for the HE and Advanced Learner Loans to ensure that the loan applications are monitored and followed up with learners and the Student Loan Company; and the data is reconciled regularly.

### ***International Learners***

- To be responsible for the process and management of international student applications and enrolments and undertake associated administrative tasks.

### ***Enrolments***

- To enrol students on courses (face to face, by email and over the phone), in line with eligibility criteria and enrolment procedures for data collection (including sub-contractors and online applications).
- To check the accuracy of data collected and inputted at enrolment to ensure audit and funding body requirements are met.
- To promptly follow up all enquiries to maximise learner enrolment and provide excellent customer service.

### ***Curriculum Administration***

- To liaise with the school managers and setting up course interviews.
- To prepare and send out Schedule of Appointment letters to tutors in a timely manner.
- To assist in the timely and efficient processing of withdrawals, transfers, refunds and credits in liaison with the MIS team.
- To set up registers at the start of the course ensuring all taught sessions have a tutor allocated and that contracted tutors can access registers.
- To follow up incomplete registers.
- To liaise with the Head of School to ensure appropriate room accommodation is allocated for the school's provision and rooming records and changes are kept up to date.

- To proactively inform tutors and learners of any room changes.
- To action class or course closures as notified in writing by the Head of School, including: contacting learners, arranging refunds, transfers or credits and rooming updates; ensuring that any student transfers and refunds are confirmed and actioned as appropriate.

#### General Duties:

- To commit to ongoing professional development by undertaking job related 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.

		ESSEN TIAL	DESIR ABLE	LIKELY TO BE ASSESSED BY: I – Interview AF – Application form T – Task
	<b>KNOWLEDGE</b>			
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
	<b>ABILITIES/SKILLS/EXPERIENCE</b>			
3	Proven computer literacy in using standard office software applications such as Microsoft Office Suite especially Outlook, Teams, Word and Excel and confidence in using MIS 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 & T
7	Excellent time management skills and the ability to organise and prioritise work demands to meet tight deadlines whilst maintaining accuracy.	✓		I & T
8	Awareness of Frameworks, regulations and knowledge of policy and practice relating to Adult/FE funding methodology. Experience of working in an education environment, ideally in Admissions in 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
	<b>QUALIFICATION</b>			
13	Good general education and a minimum Level 2 English and Maths	✓		AF
14	NVQ level 2 qualification in Information, Advice & Guidance (IAG)		✓	AF
15	Trained: First Aider, Fire Marshal and Safeguarding Officer or willingness to undertake training		✓	AF