Westminster Kingsway College - Job Responsibility Outline:

Title: Learner Services Officer

Purpose of the Job: To support the Head of Learner Services / Team Leader to achieve the College's mission and strategic objectives by ensuring the delivery of effective and customer focused information and advice services. To ensure that such service meets the diverse needs of all college users and enhances the learner journey by delivery of enrichment activities and events via Tutorials or outside the classroom.

Department/Division: Learner Service

Reporting To: Head of Learner Services (Kings Cross Centre/Regent's Park), Head of Learner Services (Victoria/Soho) or Team Leader

Main Tasks

Summary: - To deliver services throughout the learner journey which support learner recruitment, retention, enjoyment, and achievement and enables them to contribute to college life.

Pre Entry

1. Deliver a professional, effective and efficient front line customer-focused information and advice service to the Matrix Standard for all current and prospective students and/or their agents where appropriate. Offer excellent customer care at all times with attention to the principles of IAG.

2. To develop and maintain a comprehensive understanding of the courses offered by the College and the wider CCCG Group, and the framework of qualifications (both vocational and academic), within both Higher and Further Education.

3. Provide excellent standards of information and advice via all means of communication including face to face, telephone, e-mail or social media in a friendly, efficient and patient manner.

4. To support the admissions process, providing front line services to customers focusing on outstanding customer care.

5. To develop a network of contacts both internal and external to the College to whom clients may be signposted or referred if their needs cannot be met completely.

On Entry

6. To support the admissions and enrolment process by providing learners with advice and information in relation to accessing the College including: financial support, disability support, initial welfare support etc.

7. To enrol learners onto the Student Records System and produce ID cards with relevant permissions attached as required.

8. To have a comprehensive understanding of the ESFA funding regulations and guidelines, in order to be able to undertake fee assessment and to take payments

for courses and related costs including activities, trips and other merchandise and sales.

Support for Students

9. Provide continued support for learners by meeting their information and advice needs and referral to specialist services where needs cannot be met, both inside and external to the College.

10. To advocate for learners, brokering for services of specialist Careers Guidance staff, Disability & Access staff and Welfare staff.

11. To develop the Learner Voice Strategy and learner involvement via service surveys, Faculty Representative and Class Representative meetings.

12. To promote the inclusion and participation of al students at WKC to engage in the enrichment programme offered.

13. Engage with learners and other staff as well as external agencies to plan, manage and administer events relating to enrichment activities, projects and resources.

14. To lead on cross College initiatives themed weeks, volunteering and others and to work as a team in organising and delivering large scale events, such as Learner Voice elections and end of year social events across College Sites.

The Student Office

15. To support the operation of the College through student transactions including work submission, exam results, timetable queries and a range of learner requests.

16. To cover reception duties and other duties commensurate with the post as and when required, and according to agreed rotas and College requirements.

17. To keep daily records regarding service usage e.g. issuing of student one day passes, to monitor and progress and outcomes of referrals to other services, and track client movements, enabling the College to measure service standards.

18. To develop a network of contacts both internal and external to the College to whom clients may be signposted or referred if their needs cannot be met completely.

19. To work flexibly and responsively, and to cover the service during evenings on a rota basis. This work will be in any of the College centres or as required outside the College.

20. If required, to support the Learning Resource Centre at peak/busy times.

The post holder will also be expected to:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity, maintaining standards of student behaviour and Safeguarding young people and vulnerable adults.

2. Demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style;

3. Participate in College programmes of staff appraisal and continuing professional development.

4. Develop effective working relationships internally and with external partners.

5. Operate at all times in line with the College's values and behaviours.

6. Abide by the College's data protection policy;

7. Be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her continued professional development;

8. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College.

9. Comply and keep up to date with changes to policies and procedures

The scope of this profile reflects the needs of the College at the present time: it is not intended to be a fully inclusive or exhaustive list. The post holder will therefore be expected to work flexibly and to undertake such other duties as may from time to time be reasonably allocated by the line manager. The profile will be subject to continuous review as the needs and requirements of the College change over time.

The post-holder will be expected to work across the College's centres including the contact centre and in the Community.

Person Specification: Learner Services Officer

Area to be assessed	**Essential**	**Desirable**	**How this will be assessed**
Qualifications	1. Education to level 3. 2. Attainment in or willingness to work towards a level 4 work related qualification/relevant field.		**AF** **AF, I**
Professional development	3. Experience of ongoing professional updating and development in relevant fields.		**AF, I**
Knowledge	4. An understanding of the reasons for an Equal Opportunities Policy and how it affects the immediate working environment and relationships with clients. 5. An awareness of safeguarding and how it relates to the work of this post in a further education College. 6. A clear understanding of the Matrix standard and how it relates to the work in this environment. 7. Understanding of legislation governing students for funding purposes in Further and Higher Education. 8. Understanding of the sources of financial support available to students in Further and Higher Education. 9. Understanding of the Common Inspection Framework and Education Inspection Framework coming soon. 10. Understanding of the role of support services in an FE College environment and factors which enable and restrict effective recruitment, retention and achievement of learners.		**AF, I** **AF, I** **AF, I** **AF, I** **AF, I** **AF, I** **AF, I**

Experience	11. Working in an Advice/Guidance/Student Support/Mediatory/Negotiation role. 12. Needs assessment and offering support and/or advice to diverse client group. 13. Working independently, as an effective team member. 14. Interface effectively with staff at all levels, and deliver services with excellent customer care.	• Experience of working within FE or the Voluntary sector	**AF, I** **AF,I** **I** **I**
Skills and Qualities	15. Ability to establish a rapport with clients and other staff members and good interpersonal, written and oral communication skills. 16. Well developed interview and advisory skills, and the ability to work effectively with young people and adults of all backgrounds. 17. Excellent administrative and IT skills, including knowledge of MS Office to intermediate level or beyond and experience with dedicated databases. 18. The ability to capture and process data accurately and in full. 19. The ability to plan, prioritise and monitor one's own workload to ensure that deadlines are met, and work under pressure. 20. A flexible approach to work in order to achieve deadlines, and meet the needs of the College. 21. Ability to identify problems and find solutions, using creative approaches to improve working practices. 22. A commitment to improving customer care standards.	• Other language speaker	**AF, I** **AF, I** **AF, I** **AF, I** **AF, I** **I** **I** **I**

Please indicate how these will be assessed: AF (Application form), I (Interview), T (Task).