

**JOB DESCRIPTION/PERSON
SPECIFICATION**

Job Title:	Learner Services Advisor
Responsible to:	Lead Learner Services Advisor
Responsible for:	N/A

1.	Job Purpose:
1.1	To provide a high standard of support to learners and staff within Learner Services
1.2	To assist the Lead Learner Services Advisor in the management and the strategic planning of the Services across all College sites
1.3	To work within a multi skilled team of advisors providing a range of support services for learners and staff
1.4	Each Advisor will be required to provide support in the following areas: <ul style="list-style-type: none"> • Learner enquiries, recruitment and admissions • Learner financial support • Reception duties

2.	Key Responsibilities:
2.1	To provide an excellent responsive customer service to learners, staff and visitors.
2.2	To maintain excellent communicative links with College staff, learners and external users.
2.3	To ensure, in collaboration with the Head of Central Support Services, the operating of an efficient range of services for the benefit of all learners and staff.
2.4	Contribute towards ensuring the high quality maintenance of Learner Services environments which reflect the Group's Culture and Ethos of providing an outstanding experience for all learners.
2.5	Provide administration support to the College as required.

2.6	Assist in the maintenance of acceptable learner behaviour across the College.
2.7	Make full use of appropriate new technologies to enhance service delivery.
2.8	Promote the Group's Learner First ethos, ensuring that the learner experience is uppermost in policy and decision making.
2.9	Keep up to date with national developments and local and national best practice.
2.10	To participate in the Group Appraisal process and contribute to the overall development of Group staff.
2.11	To contribute towards the running of College events such as shows, open events.
2.12	To contribute towards the positive promotion and role modelling of the Institute Group Core Values and Acceptable Standards for Learners.
2.13	To ensure the implementation of all Institute Group policies and procedures within designated areas of responsibility.
2.14	Perform such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibilities.

3.	Specific Duties:
	Learner enquiries, recruitment and admissions
3.1	Provide support and advice to prospective and existing learners, academic staff and others
3.2	Deal with a wide range of enquiries about the professional admissions services provided and acting as the first point of contact for these functions.
3.3	Assist in undertaking the processing of enquiries, including entry of new student intakes and tracking of enquiries
3.4	Organise and undertake the processing of applications, enrolments and other student processes.
	Financial Support for Learners
3.5	Process all types of welfare support funds with regard to submission of same to external and internal payment agencies.
3.6	Respond efficiently to enquiries from parents/students/tutors/payment agencies.
3.7	Monitor attendance of recipients of funds, by working closely with Tutors and use of MIS information.
3.8	Provide clerical support relating to all correspondence with recipients/applicants.

3.9	Report to Line Manager on matters relating to all types of welfare funds.
3.10	Contribute to the development of systems and/or promotional materials.
3.11	Coordinate and arrange student transport as appropriate.
	Receptionist and enquiries duties
3.12	To meet and greet learners, members of the public and visitors to the College in a friendly and courteous manner.
3.13	To direct learners and visitors to the appropriate department / member of staff.
3.14	To operate the switchboard, answer phones and transfer calls to the appropriate department / member of staff.
3.15	Provide an effective information services to enquirers and current students.
3.16	Operate an effective and compliant 'signing in' system for all visitors.

4.	Budget Responsibility:
4.1	The post holder is required to ensure that their areas of responsibility achieve their budget on a monthly/ annual basis in conjunction with their line manager.
4.2	The post holder will be required to observe and comply with the financial regulations of the Institute Group at all times.

5.	Continuing Professional Development:
5.1	The post holder will proactively take part in the Group Appraisal process and will appraise any staff they are responsible for.
5.2	The post holder must undertake all training deemed mandatory by the Group (e.g. Safeguarding, Equality and Diversity and Health and Safety) and will be expected to attend all other relevant training and continuous professional development events. They are responsible for their own professional updating

6.	Health and Safety:
6.1	The post holder will be required: <ul style="list-style-type: none"> • To take reasonable care to safeguard their own safety and that of others with whom they work; • To cooperate with designated officers named by the Governors and/or the Principal and

	<p>any other designated Institute manager to enable the Institute to comply with its obligations under Health and Safety legislation.</p> <ul style="list-style-type: none"> • Not to interfere with or to misuse anything provided in the interests of health and safety or welfare. • To report immediately any defects in plant, equipment or the environment
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7.	Equality and Diversity:
7.1	The Group is committed to the provision of equal opportunities and strives to ensure that unfair discrimination does not occur. All employees have a duty to ensure unfair discrimination does not occur and to support the implementation of the Institute Groups' Equality policy as appropriate.

8.	Safeguarding Children and Vulnerable Adults:
8.1	The Group recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any Institute group activities and expects all staff to share this commitment. All safeguarding mandatory training and updating must be undertaken (see 5.2)

9.	Group Policies and Procedures:
9.1	All staff are required to be aware of and comply with all Group Policies and Procedures which are accessed via the Virtual Learning Environment.

Note

This job description is current as at the date of your appointment. In discussion with your line manager your post description may be varied at any time to reflect or anticipate changes in or to the post and you may be required to undertake other duties commensurate with the grade of your post.

Please see following page for Person Specification

Qualities	Specific Requirements	E	D
Qualifications and Training	<p>Appropriate level 3 qualification</p> <p>Literacy level 2 qualification or equivalent.</p> <p>Numeracy level 2 qualification or equivalent</p> <p>ICT Skills to Level 2</p> <p>Customer Service qualification</p> <p>NVQ Level 3 in Information, Advice and Guidance or willingness to work towards</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
Specialist Knowledge	Up to date knowledge of ICT systems and packages	E	
Experience	Proven track record of administrative support	E	
Skills and Attributes	<p>A positive attitude to change.</p> <p>Ability to positively promote the Institute Group Values and Acceptable Standards to staff and learners</p> <p>Flexibility and adaptability</p> <p>Excellent communication and interpersonal skills</p> <p>Willingness to develop self and others</p> <p>Good organisational and administrative skills</p> <p>Customer orientated</p> <p>Ability to build relationships of trust and respect</p> <p>Integrity</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
Other	<p>DBS check carried out on appointment</p> <p>Smart business dress</p>	E	

Qualities identified and determined by:

E = Essential

D = Desirable