

Bolton Sixth Form College

JOB DESCRIPTION

Job Title: Schools Liaison Assistant

Responsible to: Schools Liaison, Admissions & Marketing Manager

Hours of Work: Negotiable

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**Main Function of the Post:**

To represent the college at school careers events, offering guidance and advice as appropriate and proactively leading on this designated aspect of the team’s service by developing and maintaining links with schools and developing appropriate support and activities as may be required to effectively contribute to the college marketing strategy.

The post holder will be expected to work in a flexible, proactive manner and carry out such duties as are necessary to ensure the effective fulfilment of this role.

**Responsibilities and Duties:**

* To offer advice and guidance to prospective students / parents, careers and school staff both in college and at external events, some of which may take place during the evenings
* To liaise effectively with designated schools to promote the college and ensure there is an active and two-way communication with school staff regarding college events, information and opportunities
* Keep up to date with the curriculum offer and attend meetings as appropriate to be aware of any changes, activities and events which are relevant to new applicants and enquirers
* Provide high quality and accurate information, advice and guidance relating to courses at the college to prospective students / parents, including course entry requirements and the support available if appropriate
* To identify and propose new opportunities to extend recruitment and widening participation initiatives
* Ensure the department’s diary of marketing events is accurate and current by liaising with college academic staff, careers staff and feeder school contacts
* To ensure that all risk assessments for visits / events are completed in compliance with college policies on Health & Safety and Safeguarding
* Where appropriate, to book transport to and from events in compliance with the college policy on Financial Procedures
* To deliver workshops / masterclasses / motivational talks in conjunction with curriculum staff both in college and at external events
* To carry out all administrative support functions in relation to events ensuring appropriate deadlines are met. This includes staffing and room plans, organisation of student ambassadors, signage, presentations and refreshments
* To be a main point of contact for student ambassadors, meeting with them prior to events to brief them on their role and ensure corporate presentation is maintained in terms of their ‘uniforms’
* To timetable the workshop sessions for students attending events such as Year 10 transition days, welcome day’s and curriculum conventions using Excel to ensure all sessions have an appropriate number of delegates and that everyone has the opportunity to attend the workshop of their choice. A sound understanding of Excel is required for this
* To be responsible for the control of all marketing materials / corporate gifts, the college publicity stands / banners and other event support material, ordering new stock as required and ensuring the supply of stock to events
* Support the Admissions Officer at interview evenings
* To provide excellent customer service to all stakeholders including prospective students, staff and external service providers

All duties and responsibilities to be carried out in accordance with the agreed College policy and procedures, in particular the College policies on safeguarding, equal opportunities and health & safety.

To undertake additional duties in agreement with the Principal commensurate with the grading and nature of the post and to undertake other duties that are consistent with the objectives of the post and may be required from time to time.

NB - The work of the College is characterised by peaks in demand for annual activities e.g. enrolment. The holder of this post (together with other support staff) is expected to assist in these activities from time to time whether or not they are part of their normal day to day duties.

Bolton Sixth Form College is committed to safeguarding children and promoting the welfare of children, young people and vulnerable adults and expects all members of staff and volunteers to share this commitment**.**

# Job Competencies

To perform the job successfully, an individual demonstrates the following competencies:

**Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyses information skillfully; Develops alternative solutions; Works well in team problem solving situations; Uses reason even when dealing with emotional topics.

**Technical Skills** – Assesses own strengths and weaknesses; Pursues training and development opportunities; Implements action plan from training; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains opens to others’ ideas and tries new things; Addresses problems directly with the individual involved.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates actively in meetings.

**Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** – Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone’s efforts to succeed.

**Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Cost Consciousness** – Works within approved budget; Develops and implements cost saving measures.

**Diversity** – Demonstrates knowledge of EO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

**Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organisational Support** – Follows policies and procedures; Completes tasks correctly and on time; Supports organization’s goals and values.

**Judgment** – Displays willingness to make decisions in a timely manner; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.

**Motivation** – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Planning/Organisation** – Prioritises and plans work activities; Uses time efficiently; Plans for additional resources; Develops realistic action plans.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety/Security** – Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and material properly.

**Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.

**Attendance/Punctuality** – Consistently arrives to work on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions; Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others’ attention.