



JOB DESCRIPTION

Learner Services Advisor



INTRODUCTION

OUR VISION

Careers focussed education inspiring learners to create their future.

OUR MISSION

To deliver outstanding technical and professional learning, which raises aspirations, develops skills and creates futures

OUR VALUES

Defining our values:

EXCELLENCE

- The quality of being **outstanding** or extremely **good**.
- Having **outstanding features** and/or **qualities**.

We show excellence by:

- Having high aspirations and expectations for ourselves and those around us.
- Celebrating and valuing expertise and mastery at all times.
- Recognising that personal responsibility affects our ability to fulfil our potential, embracing opportunities to grow and develop our knowledge and understanding.

Waltham Forest College 

Defining our values:

INCLUSION

- Including **all types** of people and ideas, treating them **equally** and **fairly**.
- Providing equal access to **resources** and **opportunities**.

We show inclusivity by:

- Ensuring that everyone feels welcomed and valued and is allowed to be their true, authentic self.
- Not just recognising, but celebrating the diversity of our community, ensuring that everyone has a voice.
- Making sure that everyone has equal access to what the College does.

Waltham Forest College 

Defining our values:

INTEGRITY

- The quality of being **honest** and having **strong moral** principles.

We show integrity by:

- Acting with honesty at all times, taking responsibility for our own actions.
- Always doing the right thing, especially when no one is looking.
- Demonstrating professionalism, working to fulfil our moral purpose - especially when times are challenging.

Waltham Forest College 

JOB DESCRIPTION

Post	Learner Services Advisor
Department	Student Services
Pay Spine	Business Support Scale 6
Post Reports To	Head of Learner Services & Careers

MAIN TASKS

- Ensure the delivery of the day-to-day administrative tasks and duties link to admissions, enrolment and department enquiries.
- Ensure the effective delivery and accuracy of data capture throughout the learner journey and that the correct administrative processes are being undertaken during fee-assessment.
- Support the delivery of the front of house functions of the College including Reception and provide a core one-stop shop service, contributing positively to the learner experience.
- Promote the highest possible standards in customer care, equal opportunities and health and safety practices for the benefit of learners and the wider community served by the College.
- Safeguard and promote the welfare of children, young people and vulnerable adults served by the College.
- Help to deliver the cross-college careers programme and ensure the successful delivery across all areas.

JOB ACTIVITIES

- Administer the processing of all course enquiries and applications that lead to the scheduling of interviews and offers in-line with key policy and procedures linked to the Learner Services department.
- Ensure the accuracy of learner records and work with cross-department to ensure data integrity which leads to satisfactory audit outcomes.
- To have full knowledge and understanding of the information management system to process enquiries, applications and enrolments.
- To follow processes and procedures that assesses learner entitlements to concessionary fees and status.
- Providing information and advice on financial support, capturing and processing of data and liaising with key professionals (internal and external)

- Support the delivery of high-quality impartial careers, information, advice and guidance service that will empower learners to understand the full range of careers opportunities linked to employability.
- Support the Careers Leader regarding coordination of activities that align with the meeting of the 8 Gatsby benchmarks.
- Help to deliver workshops to improve the softer skills outcomes and employability skills of learners and record interventions on College systems.
- To support the delivery of obtaining key quality kite-marks in careers such as the matrix Standard and Investors in Careers.
- Support the delivery of the front of house functions of the College including Reception as and when required and provide a core one-stop shop service, contributing positively to the learner experience.
- Support the delivery of the enrolment service and demonstrate flexibility when required, during peak periods based on business demands. Contribute to College initiatives such as recruitment events.
- Comply with GDPR processes for information sharing requests.
- Use the Learner Record Service to obtain prior qualifications for learners and the NARIC service to compare international qualifications.
- To ensure that all work carried out meets with departmental quality and service standards.
- To operate the ID card system and general admin duties linked to Learner Services.
- To undertake the role of Fire Marshal and assist in the safe evacuation of learners, staff and members of the public from College buildings.
- To provide assistance and cover for colleagues as necessary and any other duties that may commensurate with the role.
- To take responsibility for one's own professional development and participate in relevant internal and external activities
- Provide support and help with attendance checking of Advance Learner Loans

WALTHAM FOREST COLLEGE COMMITMENTS

Waltham Forest College aspires to be an outstanding College and in recognition of the crucial role that members of staff play, individually and collectively, in achieving and maintaining high standards all employees are required to:

- Be a positive ambassador for the College at all times.
- To adhere to the College's policies, procedures and practices regarding the safeguarding of learners, including attendance at training and updating sessions as required and responding appropriately and supportively to any issues associated with safeguarding.
- Adhere to the College policies, codes, procedures and frameworks.
- Undertake continuing personal and work related professional and skills development.
- Work collaboratively with colleagues across the College as a whole so as to support the achievement of the College goals.
- Be a positive role model in terms of supporting and promoting equality & diversity.
- Understand and actively support the College's approach to health and safety and, in particular, to take into account the duty of care for others and oneself in all day-to-day actions.
- Challenge unacceptable behaviour (such as, for example, discriminatory language, not wearing College ID, shouting or playing loud music in corridors, spitting or swearing) whilst not putting one's personal safety at undue risk.
- Make an active and positive contribution to team meetings, one-to-one sessions with line managers and the appraisal process

In recognition of the ever-changing environment in which the College operates, the contents of this job description will be the subject of regular review in consultation with the post holder

PERSON SPECIFICATION

Essential/Desirable criteria will be identified at*			
	AF	I	A
EDUCATION AND TRAINING			
A degree or equivalent qualification or minimum good general education up to level 3	E		
Must hold a Level 4 Diploma in IAG or working towards achieving it	D		
Level 2 qualification in both Maths and English	E		
Willing to participate in and undertake training as necessary	E		
EXPERIENCE			
Recent experience of working in a busy office environment	E		
Experience of working as an administrator	E		
Experience of using computer packages i.e., Microsoft suite, E-mail, Internet	E		
Experience of working in a client-centered environment	E		
Experience of working in an 'advisory' capacity	E		
Experience of working in a role with numerical involvement	E		
Experience of working with cross-college teams to achieve organisational priorities and goals	E		
Experience of successful delivery of the Gatsby Benchmarks	D		
Experience of supporting the achievement of matrix Standard	D		
Experience in establishing and maintain effective working relationships with a wide range of internal and external stakeholders	D		
SPECIAL ABILITIES AND APTITUDE			
Ability to work unsupervised and use initiative	E		
Ability to work with attention to detail and to adopt a meticulous approach	E		
To possess excellent written and verbal communication skills	E		
To be able to understand and use a variety of current computer packages and databases	E		
Ability to organise and prioritise workloads	E		
Ability to deal with situations sensitively and with empathy	E		
Ability to work as a team	E		
Ability to motivate learners to achieve aspirational outcomes.	D		
Understanding of client confidently and approach to sensitive working	E		
OTHER REQUIRMENTS			
Demonstrate work flexibility (hours and duties)	E		
To possess an approachable nature, tact and diplomacy	E		
To be able to work effectively under pressure	E		
Possession of good interpersonal skills	E		
Ability to work with clients from diverse backgrounds ensuring inclusion of the service to all	E		
Commitment to and understanding of equality and diversity issues and experience of promoting equality	E		
Commitment to providing high standards of health and safety for staff, Learners and others	E		
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		

* **Key:** AF = Application Form, I = Interview, A = Assessment