

Job Description

Post title:	Learner Services Supervisor
Responsible to:	Assistant Principal
Salary:	AOC Scale Points 30-32 £30,470 - £32,324
Hours:	Full time 35 hours per week

Purpose of Job:

To supervise and line manage the Learner Services team.

To ensure that the day-to-day operations of all aspects of the Learner Services team are carried out effectively as required by the Assistant Principal.

To be responsible for the administration of financial support funding for learners.

To ensure that staff and learner records, performance indicators and learner fees are accurately recorded and efficiently collected in line with WMC's fees policy and procedures.

Main Duties and Responsibilities:

Data Management

- To ensure the collection of learner enrolment data is efficient and effective. To work with the MIS Team to ensure that systems are fully integrated across the service and that procedures are put in place that are robust and effective.
- To ensure that appropriate records of audits and key performance indicators of the efficiency and effectiveness of the Learner Services function are maintained and acted upon.
- To manage public enquiries, ensuring compliance with audit and data protection regulations.
- To develop and maintain robust and effective procedures in conjunction with the Assistant Principal, ensuring that they are fully integrated across the Learner Services team. Ensuring that all procedures are up-to-date and in-line with the policies of main funding bodies and are in accordance with WMC procedures and policies.

Customer Services

- To demonstrate and promote the development of an exceptional customer care culture which ensures that all learners, visitors and staff receive outstanding customer care.
- To ensure that complaints are recorded and investigated in line with the WMC's Complaints Procedure and to promote within the team a positive culture of continual improvement that includes learner feedback.

- To assist, under the direction of the Assistant Principal, the facilitation of the learner voice, providing internal support with communication plans for learners, visitors and staff.
- Adhere to the College's positive commitment to inclusivity and equal opportunities for all users at all times
- Provide a warm welcome for visitors to the sites, dealing with enquiries in a professional and efficient manner

Learner Funding

- To be responsible for ensuring learner accounts are accurately maintained and that all fees are collected and monitored in a timely manner.
- To be responsible for the refund of learner fees in accordance with the refunds policy making sure a robust system is in place to monitor all learner payments. To refer decisions where there may be exceptional circumstances outside of the policy to the Assistant Principal.
- To be responsible for maintaining secure and consistent banking procedures for learner fees, complying with the WMC's financial regulations.
- To manage the administration of learner financial funds. To ensure that all procedures operate effectively, that accurate electronic and hardcopy records are maintained and contribute to the timely submission of the annual return to the relevant funding body.

People Management

- To be responsible for arranging and agreeing staff rotas, ensuring that Learner Services function is open and manned during the published times throughout the year.
- To lead and manage a team of staff. To deploy these staff as appropriate to ensure adequate cover within the area of responsibility managed. To advise line management on staff planning and liaising with HR. To monitor and appraise the workloads and effectiveness of allocated staff through regular supervision meetings.
- To identify and facilitate the development of staff, ensuring that any required training needs are met. To promote equality of opportunity with regard to the management and development of staff. To negotiate and agree annual key objectives and performance targets with allocated staff through the appraisal process.

General

- To work with the Assistant Principal to ensure management presence is maintained during opening hours.
- To undertake appropriate, continuing professional development. To attend relevant or internal meetings as required. To ensure that all activities undertaken are in line with WMC's commitment to safeguard and promote the welfare of the College's learners and vulnerable adults.
- To promote by consistent example, both internally and externally, the philosophy, values and behaviours outlined in WMC's vision, mission and values statement. To carry out the duties of the post with due regard to the Colleges' Equal Opportunities Policies and Core Values.
- To carry out the College's environmental policy within the day to day activities of the post. To ensure Health and Safety policies, practices and legislation are complied with and that safe working practices are adopted at all times. Other duties commensurate with the post.

- To attend meetings in the absence of the Assistant Principal and disseminate information across the Learner Services function.
- Carry out other duties commensurate with the post

The post involves working with young people and vulnerable adults and consequently is subject to a satisfactory enhanced disclosure check with the Disclosure and Barring Service (DBS)

The job description is accurate at October 2018 but is subject to change and development in line with the needs of the College

PERSON SPECIFICATION – Learner Services Supervisor

This person specification will be used in shortlisting and in interviewing to select the best candidate. You are therefore advised to address each aspect of the person specification in your written application.

		Essential	Desirable	Method of Assessment A – Application form I – Interview T – Test
	Qualifications			
1	Grade “C” or equivalent in GCSE English and Maths	✓		A
2	A relevant qualification at Level 4		✓	A
	Experience			
3	Experience of developing robust and effective Data management systems	✓		A/I
4	Experience of introducing, using and updating administrative systems and processes which are fit for purpose and that utilize technology.	✓		A/I
5	Experience of dealing with and compiling data for analysis to enable effective decision making.	✓		A/I
6	Experience of leading and managing a customer facing team of staff in a client centered organization or education environment	✓		A/I
	Skills and Abilities			
7	A commitment to, and ability to deliver, the importance of first- class internal and external customer care.	✓		A/I
8	Ability to solve problems and think creatively, to be decisive and able to act promptly under pressure whilst remaining calm at all times. .	✓		A/I
9	A methodical approach to work with a high attention to detail and accuracy including handling money	✓		A/I
10	Substantial experience of using EBS or equivalent MIS system as an enrolment tool	✓		A/I/T
11	Excellent IT skills	✓		A/T
12	A flexible approach to work and working hours having the ability to work proactively without supervision	✓		A/I
13	A friendly, patient and tolerant personality with high levels of credibility which inspires professional confidence to work as part of a team and to establish effective working relationships	✓		A/I
14	Ability to plan and prioritise workloads often with conflicting	✓		A/I

	demands to ensure deadlines are met.			
	<i>Knowledge and Understanding</i>			
15	An understanding of and commitment to the principles of Equality and Diversity and how they apply in practice	✓		A/I
16	Knowledge of Funding requirements and MIS Systems		✓	A/I
16	Ability to speak one of the community languages – Somali, French, Portuguese, Spanish or Bengali is desirable			A/I

APPLICATION AND PROCESS

We hope that you are excited by the prospect of working at the oldest adult FE College in Europe and we are convinced that you will find WMC a great place to work

Good luck and we look forward to receiving your application

How to Apply

To apply, please download the application form from our website www.wmcollege.ac.uk. Once you have completed your application form, you can either email it back to or send it by post to:

Working Men's College
44 Crowndale Road
NW1 1TR

Applicants will be shortlisted for interview by matching the details given on their application form against the Job Description and Person Specification for the role. We would therefore ask applicants to provide clear evidence to show how their experience, skills and knowledge match those requirements.

Closing Date: 10:00am on 30th November 2018

Interviews

Interviews will be held on Monday 10th December 2018. Candidates who are shortlisted for interview will be asked to perform some tests prior to the interviews.

Further information

To find out more about this role, please contact

EMPLOYEE BENEFITS PACKAGE

The benefits available to all staff employed at WMC - the Camden College include the following:

- Competitive salary, paid monthly
- Teachers' Pension Scheme (for teaching staff)
- Contributory group personal pension scheme (for non-teaching staff) with contribution rates of 2.4% net from employee and 5% from employer
- Generous annual leave entitlement
- Interest free season ticket loan
- Full CPD programme reflecting individual needs and aspirations
- Childcare voucher scheme
- Cycle to work scheme
- Free access to College classes (terms and conditions apply)
- Employee Assistance Programme
- Death in service benefit insurance (providing 2 x salary cover)
- On-site café
- Family friendly HR policies