

ROLE DESCRIPTION**ROLE TITLE:** College Services Assistant**REPORTING TO:** College Services Manager**LOCATION :** Franklin College, Grimsby**APPOINTMENT TYPE:** Support staff (0.5 FTE)**DATE:** May 2017**ROLE PURPOSE:**

Reporting to the College Services Manager, provide an excellent customer service to students, parents, staff and external visitors. The College Services Assistant will provide a first point of contact for all students (and their families/carers), external visitors and the College's wider stakeholders. They will be able to work calmly and effectively with all visitors who access the services provided by College services, such interactions to include face-to-face, telephone, email and other enquiries.

DIMENSIONS:**Direct Reports:** None**Budget responsibility:** None

MAIN DUTIES AND RESPONSIBILITIES

1. **Working with the College Services Manager, provide a range of high quality and effective services for students, staff, parents, visitors and other stakeholders. For the purposes of clarification, where students are stated, this includes adult students.**
2. **Contribute to quality assurance processes as directed**

OTHER DUTIES AND RESPONSIBILITIES

1. Working calmly and effectively to provide a front-line point of contact to the College for students, parents, stakeholders and visitors
2. To work to the College Services Manager, and with other members of the College Services team, to develop and deliver a high quality service to our students, that both meets College expectations with regard to attendance, behaviour and other issues relating to student outcomes, and also the individual welfare and support needs of our students.
3. To liaise with other College teams, to ensure that issues relating to students and visitors are disseminated and to follow-up to ensure that actions have been implemented effectively.
4. Monitor and follow up student attendance and performance issues.
5. Working as part of the College Services team, dealing with face-to-face, telephone, email and other enquiries. This support may be delivered flexibly, and work patterns will reflect the requirements of the College and its students. Some evening work will be required, as part of agreed working hours within the College Services team.
6. Collect payments from students / parents for College services such as College trips and equipment purchases
7. As directed by the College Services Manager, provide a front-line service for adult and community learning and other lettings. Evening work will be required, as part of agreed working hours within the College Services team.
8. To take a lead in being the focal point for lost property, and the allocation and administration of student lockers around College.
9. As directed, to provide effective administrative support for the College
10. Provide support in preparation for and support internal events e.g. progression evening, consultation evenings.

11. The post holder will contribute to safeguarding at all times to ensure the safety and security of and identifying all young people and vulnerable adults who are in contact with the College, with a commitment to safeguarding the welfare of these individuals and protecting them from any potential harm
12. The post holder will ensure that in their work they ensure that by their actions they are not placing the College in breach of its statutory obligations under the *Prevent* duty, and adhere to the College's *Prevent* strategy.
13. Work to promote and contribute to the College's Equality, Diversity and Inclusion (EDI) policies and practices.
14. Such other tasks as may be necessary to ensure the continuing development of quality assurance across the College, and to ensure the continuing development of systems and service.
15. Such other tasks directed by the Principal as may be necessary commensurate with the nature and level of responsibility of the post.

The post is a support staff post and conditions of employment fall within the nationally agreed Sixth Form Colleges Support Staff arrangements. The post holder will be expected to work flexibly within the stated arrangements in the terms and conditions of employment to meet the daytime and occasional planned evening and weekend liaison work at Franklin and other locations.

PERSON SPECIFICATION

Method of Assessment The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.	Essential	Desirable	Application Letter	Interview	Assessment Centre	Other
Qualifications / Experience / Personal Qualities / Skills						
English and Maths at GCSE or equivalent		X	X			
Good ICT, literacy and numeracy skills		X	X		X	
Job Knowledge and Experience						
A strong commitment to improving student outcomes, and improving the life chances of young people		X	X	X		
Successful experience of working with young people in a support environment		X	X	X		
Excellent communication and organisational skills showing ability to meet deadlines	X		X	X		
Knowledge and understanding of the principles of customer care	X		X	X		
Personal Attributes						
Interpersonal skills - the ability to build and maintain effective professional relationships, working with a range of stakeholders including, cross –college staff and young people		X		X	X	
Ability to work effectively as a member of a team and with other cross-College staff	X		X			
Ability to contribute to wider College activities	X		X			
Good organisation and planning skills	X		X	X		
Willingness to seek constructive solutions		X	X	X		
Willingness to work flexibly	X		X	X		
Franklin College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.	X		X	X		

The post will be on the Sixth Form Colleges Support Staff Pay Spine at a point on the range 13 to 17 (£14,778 to 16,532)