

# Job Description

<b>Post title:</b>	Learner Services Administrator
<b>Responsible to:</b>	Director of Learner Services
<b>Salary:</b>	AOC Scale Point 21-24 <b>£23,325- £25,412</b>
<b>Hours:</b>	Full time 35 hours per week

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## **Purpose of Job:**

To be the initial face of the College that all enquiries see; and to treat each of those enquiries as a potential learner / employer / employee and work with them (face to face, online, on the telephone and via written correspondence) playing a vital role for the College in the recruitment of learners to our courses. To accurately respond to and process course and pre course assessment queries and enrolments, providing advice and guidance to prospective learners in accordance with Data Protection and funding body guidelines. To support the College by participating in a range of recruitment events, both on and off site.

## **Main Duties and Responsibilities:**

- Provide a comprehensive reception service for learners, staff, visitors and members of the public, in a warm and welcoming manner.
- To respond to incoming calls in a positive and professional manner. Dealing with all queries as far as possible and if referring on, to provide the next member of staff with sufficient information to deal with the query.
- To assist service users to complete enrolment forms as required and to ensure they are uploaded onto the enrolment system accurately and as efficiently as possible. To ensure that Data Protection regulations are adhered to at all times
- To accurately record all enquiries and complete actions to ensure the enquiry is resolved.
- To provide an initial response from the College to complaints from customers, clients, staff or the public in accordance with the College's complaints procedures. To ensure full and accurate details of complaints are referred to Learner Services Supervisor and/or Director of Learner Services as appropriate.
- To follow up on queries to ensure that the customer (potential learners and other stakeholders) receives all the required information to make a decision.
- To accurately process enrolments and carry out fee assessments of learners as part of the enrolment process, including the administration of bursary and other learner financial support liaising with MIS and Finance as required. To maintain learner records in accordance with the funding body's guidelines.

- To provide administrative services within Learner Services completing day to day routine office duties as required.
- To ensure that all activities are carried out to meet service standards, including the Matrix standard for information, advice and guidance and contribute to service targets.
- To support the range of internal and external events as planned throughout the academic year
- To attend and contribute to internal and external meetings including weekly team meetings and training events and partnership meetings, representing the College where required.
- To contribute to Learner Services, by reviewing and updating operational procedures, forms and information, held either in document format or on the electronic systems.
- To be responsible for the handling of cash in accordance with the College's financial procedures and as directed by the Director of Learner Services.
- To be responsible for handling enrolment fees, sundry payments on a daily basis and adhere to banking procedures; as well as being responsible for security of all monies at all times, until placed in the safe.
- To carry out administrative tasks related to learner and tutor data held within the central MIS system
- To comply with all of the College's systems and procedures necessary to ensure accurate, complete and robust data is collected and maintained for all of the provision with adherence to Data Protection legislation and funding body guidelines
- To complete requests for reconciliation of data ensuring they are completed promptly and accurately as required
- To develop effective working relationships internally and, where appropriate, with external partners.
- To cover shift patterns within agreed opening and closing times at both Crowndale Road and Kentish Town Sites.
- To process incoming and outgoing internal and external mail and deliveries including any special services such as recorded delivery.
- To display commitment to the protection and safeguarding of vulnerable adults and other stakeholders.
- To promote by consistent example, both internally and externally, the ethos, values and behaviours of the College. To be aware of equal opportunities and diversity and to demonstrate these principles in all aspects of work.
- To assist in carrying out the College's Health and Safety policies, practices and legislation and ensure compliance and that safe working practices are adopted at all times
- To 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 – Student & Curriculum Administrator

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
	<b>Qualifications</b>			
1	Grade “C” or equivalent in GCSE English and Maths	✓		A
2	Customer Care Qualification or NVQ 3 in Advice and Guidance.		✓	A
	<b>Experience</b>			
3	Experience of working in an administration role, within a customer focused service.	✓		A/I
4	Experience of working within an education based information advice and guidance environment		✓	A/I
5	Knowledge of Adult education.	✓		A/I
	<b>Skills and Abilities</b>			
6	Excellent oral and written communication skills	✓		A/T
7	Excellent customer service skills.	✓		A/I
8	Ability to work on own initiative and without supervision.	✓		A/I
9	The ability to prioritise tasks and meet deadlines.	✓		A/I
10	Excellent IT skills (MS Office, Email, Web, Access, Excel) and the ability to retrieve, organise, analyse and present data.	✓		A/T
11	The ability to deal with difficult issues in a sensitive and confident way.	✓		A/I
12	The ability to listen to enquirers and quickly assess their information and advice needs.	✓		A/I
13	The ability to represent the College in a positive way at all times.	✓		I
	<b>Personal Attributes &amp; Qualities</b>			
14	Flexibility including the ability to work evenings and weekends and from more than one location.	✓		A/I
15	Ability to work as part of a team.	✓		A/I

16	Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment.	✓		A/I
<b>Other Factors/Additional Requirements</b>				
17	A strong commitment to learner success.	✓		A/I
18	A relentless commitment to excellence and creativity.	✓		A/I
19	Ability to speak one of the community languages – Somali, French, Portuguese, Spanish or Bengali is desirable		✓	A



*The Camden College*

## **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](http://www.wmcollege.ac.uk). Once you have completed your application form, you can either email it back to [recruitment@wmcollege.ac.uk](mailto:recruitment@wmcollege.ac.uk) or send it by post to:

Human Resources  
WMC – The Camden 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**

**29 July 2019 at 10:00am**

### **Interviews**

**Interviews and assessment will take place week commencing 6 August 2019.**

#### **Further information**

To find out more about this role, please email [recruitment@wmcollege.ac.uk](mailto:recruitment@wmcollege.ac.uk)



## **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
- 50% discount on 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