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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Information, Engagement and Enrolment Assistant | **POST NUMBER**: 1100DBS |
| **REPORTS TO** (Job Title):  | Operations Manager  |
| **DEPARTMENT:** Learning and Skills Service (York Learning) | GRADE: 4 |
| **JE REF:** | 3255  | PANEL DATE: | 28/05/2019 |
| **1.** | **MAIN PURPOSE OF JOB** To provide a front line customer, information and enrolment service to potential learners, service users, clients, and other visitors. To refer potential service users to appropriate programmes, courses and progression routes across the whole service.To provide other appropriate administrative support including financial transactions |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | To provide a first point of contact; face to face, telephone and online for the service, guiding clients to services and courses that they require including appointments, on-site courses and enrolments |
|  |  | To provide an “introduction to the service” offer for newcomers to the service, as well as information on all service strands across the service |
|  |  | To fully understand the service offer and how this will support clients. To keep up-to-date with the changing nature of the service offer |
|  |  | Actively deliver an enrolment service, provide information and advice as appropriate on course content and suitability.  |
|  |  | Actively deliver an enrolment service, taking payments, issuing receipts, refunds, transfers etc as necessary. Reconcile, record and report daily cash and pdq transactions working within set guidelines, policies and procedures. |
|  |  | To update and maintain the Yortime online booking system with appropriate service information. Prepare and upload course information within strict deadlines. Liaise with Service Manager and E-Services coordinator to support an efficient and effective online service. |
|  |  | To work closely with appropriate staff to ensure accuracy of course information prior to brochure and online publication |
|  |  | Creating/updating/maintaining referral documents/spreadsheets and other working documents |
|  |  | Supporting staff to use Yortime/booking system and informing them of changes/updates to the system and other enrolment processes. |
|  |  | Complete client/project administration accurately along with any careers/training/employment resources and programme registers as required. |
|  |  | To take an active role alongside other operations team members, Centre staff and tutors in supporting access to the service offer |
|  |  | The postholder may be required to work evenings and weekends as part of a staff rota system |
|  |  | To provide other appropriate administrative support which may include financial transactions such as invoicing, raising Purchase Orders, processing tutor pay claims, setting up new suppliers, processing incentive payments, direct debits, petty cash transactions and other banking tasks at a level appropriate to the grade of the post. Liaising with creditors, debtors, HR, new suppliers and customers regarding financial transactions and keeping up to date records of all financial transactions. Post holder may also be a credit card holder for the service |
|  |  | To provide other appropriate administrative support which may include carrying out a wide range of administration tasks to support relevant curriculum managers in the management of tasks such as developing teaching and learning materials, gathering and collating information and the production of reports and other documents and ensuring appropriate administrative processes and systems are in place to support teaching and learning. |
|  |  | Working with managers, prepare relevant promotional materials to maximise awareness of adult learning programmes, driving enrolments through targeted publicity.  |
|  |  | To work within an agreed set of priorities in workload management so as to reconcile competing demands for administrative support |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct:-0 Indirect: - There is a requirement to support staff in developing their understanding of the booking system although this is not direct and formal training. |
| **4.** | **CREATIVITY & INNOVATION**Requires excellent communication and problem solving skills in order to meet the needs of the service users and other visitors. As a first point of contact, the postholder will need to have:* an excellent understanding of the learning and work landscape in both the public and private domain
* detailed knowledge of the enrolment process and full service offer,
* able to respond individual needs
* show innovation to support people to access the service.

There are daily communication challenges where people are presenting with complex enquiries and ability to deliver excellent customer service under pressure is crucial.The role is autonomous at an operational level to enable the postholder to proactively prioritise workloads in order to meet required deadlines and develop and influence the variety of resources and access to them**.**  |
| **5.** | **CONTACTS & RELATIONSHIPS*** Internal- to liaise with other staff members around service issues, enrolments and referrals
* External - building and maintaining networks with key stakeholders and wide range of organisations in order to ensure up to date resources are in place, and to make external referrals to organisations after assessment of client needs
* Demonstrate clear understanding of issues facing service users and communicate with professionals around these issues for referral purposes
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|  **6.** | **DECISIONS – discretion & consequences**Postholder is expected to make decisions about service access from a range of service standards and organisational guidelines, using initiative to interpret the needs of the clients. This will often be with clients who have complex and challenging needs. This will require use of discretion from the postholder where a client has been assessed as having a particular need. As a first point of contact for the service projecting the correct image for the service is vital |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value The role will involve taking face to face and telephone enrolments using a PDQ (process data quickly) chip and pin payments, a small number of cheque payments and very occasionally a cash transaction.  |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands- The post is subject to constant interruption, and requires the ability to work in a full public access area at times. Ability to manage conflicting demands from various service users and staff. The post involves working to specific targets and timebound deadlinesPhysical demands- the job involves a variety of physical movement from standing, walking, sitting, bending and lifting stationery and written resources Working conditions- the work setting is indoors, a proportion of time in a public access area where there is no private space, and there is noise from public activity. Also working within the York Learning area in West Offices, using hot desk facilities.Work context- this is a frontline role where there is risk of hostile and abusive behaviour, although this is very infrequent. The post-holder may be required for weekend and evening work as part of a staff rota system |
| **9.** | **KNOWLEDGE & SKILLS**Excellent customer service skills, with proven experience in a customer facing information based role. Possess relevant Customer Service and/or Advice and Guidance qualification or willing to undertake a suitable programme of study at Level 3Approachable, courteous, able to present a positive image of the service to staff, students, tutors and general publicDemonstrate an ability to work at Level 2 Literacy and Numeracy and possess the relevant qualificationCommunication skills which demonstrate the ability to be resilient under pressure Sound oral and written communication skills.High standard of IT skills and recent experience of Microsoft Office application including Access, spreadsheets and word-processingAbility to work cooperatively across a number of team settings and easily be able to relate to a range of people across a variety of disciplinesProactive with highly developed organisational skillsAble to prioritise work including conflicting demands and deadlines* Experience of a multi-functional administrative office environment, with ability to adapt and develop new skills and systems

To be flexible in terms of hours and place of work i.e. off site* Good presentation skills

In addition to specific job requirements, all staff working in the service are expected to hold or achieve minimum GCSE (A-C) or an up to date level 2 qualification in English, maths and ICT. Support will be given to staff to achieve these standards where required.**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure**Job reports to:Operations Manager Other jobs at this level; Operations Administration - MIS and ExamsTHIS JOBInformation, Engagement and Enrolment assistantJobs reporting up to this one: None |