



Enquiries, Advice and Guidance Adviser

Reporting to:	Enquiries, Advice and Guidance Manager
Working Hours:	Full Time (37.5 hours per week) Hours to be covered - 8am – 6pm on a rota basis
Salary:	Scale 13 -18 (£19,063 - £22,397) PC S3
Annual Leave:	26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas

Job Purpose

To support the provision of an excellent and customer focussed enquiries, advice and guidance service for the College in the recruitment of all learners and to ensure the quality of information shared with all stakeholders is clear, accurate and timely.

Duties and responsibilities of the job

1. Main Duties

a. To work within the College Enquiries, Advice and Guidance team to provide advice and guidance to schools and prospective students across all of the Plumpton College offer including 14 to 16, Further Education, Higher Education and Part Time.
b. To provide a professional, efficient and friendly response to customers as first point of contact for all enquiries by telephone, email and in person.
c. Handle learner's/client enquiries on arrival at Plumpton College.
d. Advise learners of the programmes offered, admissions procedure, eligibility, fees and funding, College services and other costs involved.
e. Work independently to process the applications of prospective learners, based on standard admissions policies, and log subsequent actions on the learner record including update of learner contact details, interviews booked, offers made and accepted. Work closely with curriculum teams to ensure timely and accurate interview information is supplied prior to interview and collected once an interview has been conducted.
f. To produce emails and correspondence to applicants for each stage of the admissions process in a timely and professional manner.
g. Manage the responses to the enquiries received into the Enquiries inbox in a timely manner.
h. Build working relationships across college support teams and curriculum areas and supply up-to-date and timely information to inform decision making.
i. Update and maintain course information on the college Online shop to ensure our Part Time course applicants are able to book courses effectively.

j.	Work with our third party providers to provide accurate information to ensure effective communications can be supplied to our prospective students.
k.	To act as an ambassador for the College at internal/external events – this may include occasional unsocial hours e.g. early mornings, evenings and weekends.
l.	Perform all of the above duties in accordance with College policies, procedures and regulations on Health & Safety, Equal Opportunities, Quality Assurance, financial matters and Data Protection Act.
m.	To work to promote and apply the College's Safeguarding policy and practices
n.	To assist the Enquiries, Advice and Guidance Manager in maintaining and developing further relationships with existing customers against agreed outcomes and suggesting areas for further development.

2. Quality Improvement

a.	To ensure that all decisions and actions are made at the appropriate level within the College
b.	To work to ensure continuous quality improvement and service excellence. To contribute towards achievement and maintenance of relevant quality standards.

3. Continuous Professional Development

a.	Participate in staff development activities to support Continuous Professional Development (CPD) and keep a Professional Development Portfolio (PDP) to evidence personal development and impact on practice.
b.	Actively participate in the college performance management processes, including appraisals to support personal and professional development and enhance student experience.

4. Other responsibilities and duties

a.	Provide general administrative support such as (but not limited to) photocopying, word processing and filing for the EAG department to enable efficient operations therein
b.	Recording learner absences
c.	Regular rota for reception and switchboard
d.	Occasionally covering other departmental functions such as exam invigilation.
e.	To undertake other duties commensurate with the grade of the post as may reasonably be required by the Line Manager or member of the Senior Management Team

Qualifications / Skills / Knowledge / Qualities

It is crucial that the successful candidate shares our learner-focussed values, equality of opportunity and parity of esteem for staff and learners.

At Plumpton College we are:

- Ambitious and Progressive
- Enterprising
- Professional
- Passionate about everything we do
- Supportive

Essential criteria for the post
a. Experience in a high volume customer service related environment, with demonstrable commitment to providing excellent customer service.
b. Proven experience of achievement of target-focussed outcomes in a busy office environment.
c. Ability to liaise effectively with all our stakeholders and deal with high levels of incoming enquiries.
d. Team working skills.
e. Excellent communication, persuasive powers and tenacity.
f. Experience of organising a busy workload with sometimes conflicting priorities to meet deadlines.
g. Flexible approach to work hours to meet College needs.
h. Excellent organisational and decision making skills.
i. Excellent IT skills including Microsoft office and ability to work across multiple databases.
j. Adaptable and flexible, with the ability to learn new skills quickly.
k. Minimum level 2 in literacy and numeracy or GCSE grade C and above for Maths and English.
Desirable criteria for the post
a. Understanding of, and commitment to equal opportunities.
b. Experience of implementing policies, procedures, regulations and published guidance.

CONDITIONS OF EMPLOYMENT

Working Hours

Basic working hours are covering from 0800hrs to 17.00hrs Monday to Friday on a rota basis, but some flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

Continuous Professional Development (CPD)

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

Benefits

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance

cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

Equality and Diversity

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal