



## Enquiries, Advice and Guidance Senior Advisor

<b>Reporting to:</b>	Enquiries, Advice and Guidance Manager
<b>Working Hours:</b>	Full Time (37.5 hours per week) Hours to be covered between - 8am – 5.00pm on a rota basis
<b>Salary:</b>	Scale 21-25 PC S5
<b>Annual Leave:</b>	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, school leavers, adults, apprentices and traineeships.
b.	To provide a professional, efficient and friendly response to customers and clients as first point of contact for all enquiries by telephone, email, in person or by written correspondence, regarding College programme information or applications and ensure that all enquiries are followed up through to delivery of training.
c.	Ensure Effective management of learner's/client enquiries on arrival at Plumpton College.
d.	Advise learners of the programmes offered, admissions procedure, eligibility, fees, College services and other costs involved.
e.	Responsibility for the implementation of new processes regarding the process of applications of prospective learners to our systems. Managing the effective use of our multiple databases to improve customer experience. Training new staff on our process as well as the EAG team on new process implementation.
f.	To supervise the production of letters and emails from our databases to applicants for each stage of the admissions process in a timely and professional manner.
g.	Manage the responses to the Enquiries inbox for enquiries/bookings. Manage the creation of effective signatures ensuring these are up to date and relevant.
h.	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.

i.	Maintain a database of learner information, telephone logs and learner feedback in order to generate reports whenever required.
j.	To manage our online courses effectively – ensuring the College shop is up-to-date and the correct information is contained on our website. Responsible bi-weekly updates and monitoring to SMT.
k.	Production of Keep Warm Messaging and management of our relationship with third party partners – Purlos – to ensure timely and effective messaging to our prospective students.
l.	To deputise for the EAG Manager in their absence.
m.	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.
n.	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.
o.	To work to promote and apply the College's Safeguarding policy and practices.

## 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.	To Manage the Reception Area to ensure effective coverage at all times. To produce a monthly rota for the EAG team to ensure sufficient cover for EAG staff onsite. 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.	Manage the process regarding the recording learner absences
c.	Occasionally covering other departmental functions such as exam invigilation.
d.	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

<b>Essential criteria for the post</b>
Experience in a high volume customer service related environment, with demonstrable commitment to providing excellent customer service.
Proven experience of achievement of target-focussed outcomes in a busy office environment.
Ability to liaise effectively with local employers and incoming enquiries
Team working skills.
Excellent communication, persuasive powers and tenacity.
Experience of organising a busy workload with sometimes conflicting priorities to meet deadlines.
Flexible approach to work hours to meet College needs.
Excellent organisational and decision making skills.
Excellent IT skills including Microsoft office and the use of multiple databases and the ability to manipulate data effectively from these systems.
Adaptable and flexible, with the ability to learn new skills quickly.
Minimum level 2 in literacy and numeracy or GCSE grade C and above for Maths and English
<b>Desirable criteria for the post</b>
Understanding of, and commitment to equal opportunities.
Experience of implementing policies, procedures, regulations and published guidance.

## CONDITIONS OF EMPLOYMENT

### Working Hours

Basic working hours are covering from 0800hrs to 1800hrs 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