



Learner Experience Officer – 36 hours per week – 40 weeks per year Salary £23,059 - £25,667 (actual salary for working 40 weeks) depending upon current salary, skills & experience (FTE £27,009 - £30,063)

Westminster City Council is committed to creating a City for All where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries. Westminster Adult Education Service is the City Council's adult education service and the largest local authority adult education service in London and one of the largest nationally.

We provide life-changing learning opportunities for our learners through our qualification courses, apprenticeship programmes and extensive community-based provision. We work to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated. We are on our journey to outstanding and want someone who shares our vision of attaining excellence to join our passionate and highly skilled leadership team.

If you want to join an organisation that makes a difference in people's lives, we want to hear from you.

A basic DBS is required for this post.

The Role

To provide outstanding front-line services from all WAES sites, reception desks and Learner Hubs.

To assist in the day-to-day operation of all WAES sites to ensure a high-quality environment and experience for all learners and service users.

To support with all aspects of the admissions and enrolment processes.

Take an active role in supporting the Learner Journey ensuring they receive outstanding customer service.

What We Offer

We are passionate about our aim to be an inclusive workplace for all that reflects the communities we serve, and we believe everyone is valued.

We particularly welcome applicants from underrepresented backgrounds, including BAME, LGBTQ+ and those with hidden or visible disabilities.

The Service offers a competitive salary, employment benefits including a public sector pension scheme, generous holiday allowance and opportunities for Continuous Professional Development.

Please quote ED/WAES/2020 in all correspondence for this role.

To apply please download the Job Description and then complete the Application Form and EO Monitoring Form from our website www.waes.ac.uk/vacancies



Please ensure you address all the role and person criteria when completing your supporting statement.

When you have completed your application, please email it back to recruitment@waes.ac.uk

This post may close early if suitable applicants apply before the closing date and are interviewed.

CVs will not be accepted for this post.