



Admissions and Learner Experience Co-ordinator

What we value at Westminster

Westminster City Council believes in 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, have access to high quality, affordable homes and retire into the community with dignity and pride.

We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.

Our culture

At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.

The Westminster Way is the council’s commitment to our staff and is underpinned by three pillars:

- **Personal development:** Everyone has talent.
We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.
- **Value our people and diversity:** Everyone is valued.
We embrace our differences, to bring new perspectives to the future challenges of our city.
- **The Westminster Way of working:** Everyone is a leader.
At Westminster we encourage everyone to develop themselves to have a growth mind-set and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work.

In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That’s why at Westminster we celebrate and embrace our differences.

We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.

Portfolio/responsibilities of this role

- 1.1 To work effectively with the Head of Marketing & Admissions to manage Admissions and deploy the Learner Experience Officers

to provide an excellent level of customer service to all learners and visitors to WAES centres.

- 1.2 To ensure a streamlined and intuitive application and enrolment process, for all forms of enrolments. Continually improving admissions processes.
- 1.3 Regular seeking to improve the learners experience in relation to Admissions and seeking how to further develop our digital admissions.
- 1.4 Managing all aspects of admissions and ensuring key deadlines are met throughout the annual cycle.
- 1.5 Take a lead role in the day to day running of the Learner Hub from all three sites, working closely with other leads providing support and cover to the Careers Coordinator and Learner Development Coordinator.
- 1.6 To manage the provision of a reception service at each of the three centres, ensuring that all shifts are adequately covered.
- 1.7 To work with the Learner Development and Careers teams to ensure that information, advice and guidance services are delivered to the Matrix standard for all current and prospective learners.
- 1.8 To lead on the Learner Internal Progression cycle with the Learner Development Co-ordinator focused on the admissions elements of learner destinations.
- 1.9 To ensure that all enquiries, applications, initial assessment and enrolment processes are systematically logged and effectively progressed.
- 1.10 To develop and manage the admissions procedures required to improve the Service's conversion of learner enquiries to actual enrolments.
- 1.11 To further develop admissions monitoring processes to ensure transparent information at all stages of the admissions cycle.
- 1.12 To ensure that all Learner Experience Officers are able to provide consistent and accurate information and advice on fees, undertake the fee assessments as required and advise learners on financial and other support available to support their learning.
- 1.13 Work closely with the Funding & Compliance Coordinator to ensure staff are up to date with Funding Agency learner eligibility rules, audit requirements and any legislative changes that would affect the Service's funding agreements.

	<p>1.14 To provide regular reports on service usage to inform service development and improvement, and to ensure that the service works flexibly and responsively.</p> <p>1.15 To ensure that all banking and financial monitoring requirements are adhered to by the team.</p> <p>To ensure that the work of the department is signposted to the larger service and they are informed of upcoming deadlines and progress on activities.</p> <p>Budget Responsibilities £</p> <p>Staffing £270,000</p> <p>Procurement £</p> <p>Other £</p>
<p>What do we expect this role to achieve?</p>	<p>The success of this role will ensure that:</p> <ul style="list-style-type: none"> • Leading a team of outstanding customer service individuals ensuring learners and all external and internal parties are welcomed by WAES • Effective deployment of staff working flexible shift patterns to ensure a smooth operational service • We deliver an excellent customer service at all WAES centres • Commitment to help our learners to achieve their learning and personal aspirations by ensuring that the learners are provided with excellent information and advice and guidance at each stage of their learning journey • Front of house staff are all on message in relation to recruitment, marketing campaigns and internal event initiatives • Learner experience customer service has a good reputation from team across curriculum, learners and prospective learners • Effective forward planning in business processes implementation and a well organised team which maximises efficiencies • To lead a successful team which is learner focused, prides it's self on high professional standards and motivated to drive through change as set out in quality improvement plans.
<p>Band/Salary range</p>	<p>Band 3 "Salary is negotiable depending on experience within the green zone"</p>
<p>Work style</p>	<p>Work across all 3 WAES sites and work remotely</p> <p>Willingness to work in a flexible way including evenings and Saturdays – part of Duty Manager Rota</p>
<p>Your manager & team</p>	<p>Reports to: Head of Marketing and Admissions</p> <p>Direct Reports: 9 Learner Experience Officers and 3 Learner Experience Apprentices</p>

	<p>Qualifications:</p> <ul style="list-style-type: none"> • A Customer Services Qualification at Level 3 or above • A management qualification at Level 4 or above or equivalent experience levels • Minimum Level 2 qualifications in English and Maths
<p>Corporate standards</p>	<ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way. We would welcome your ideas on the development of outcome-based commissioning models and/or income generation opportunities to help the service receive value for money. • Values and behaviours • Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision. • Compliance We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate. • Equality and diversity We value equality and diversity as a city council and we want you to support and promote this in your day-to-day work.

Person Specification – Admissions & Learner Experience Co-ordinator

		We will assess your match to the criteria from:			
Key: E – Essential D - Desirable		App Form	Test(s)	Interview	References
<u>Qualifications/Education/Training</u>					
A Customer Services Qualification at Level 3 or above or equivalent experience levels	E	✓		✓	
A management qualification at Level 4 or above or equivalent experience levels	D	✓		✓	
Minimum Level 2 qualifications in English and Maths	E	✓			
Good knowledge of MS Office and excellent general IT skills (equivalent to at least ITQ Level 2) and	E	✓	✓	✓	
confident in the use of core IT business packages/MIS systems relevant to the role (EBS)	D	✓	✓	✓	
<u>Professional Knowledge/Understanding</u>					
Understanding of Adult Education Funding	D	✓		✓	
Customer service knowledge	E			✓	
<u>Experience</u>					
Current experience of staff management, support, development and training	E	✓		✓	
Working within the post-16/Education sector in a similar role	D	✓		✓	
Track record of leading an outstanding front-line customer function	E	✓		✓	
Experience of developing robust systems to effectively track customer enquiries across all types of interfaces	E	✓		✓	
Good budget management experience	E	✓		✓	

Experience of working with a Matrix standard IAG service	D	✓		✓	
Skills					
A team player with excellent presentation and communication skills both written and verbal	E	✓		✓	
Highly organised and able to work to time-sensitive deadlines	E	✓		✓	
Excellent project management skills	D	✓		✓	
Disposition/Personal Qualities					
Approachable manager	E	✓		✓	
Flexible and adaptable to challenges	E	✓		✓	
Positive outlook/role-model to colleagues	E	✓		✓	
Knowledge/Understanding of Key Policies					
Understanding of Safeguarding Legislation and its application within the educational sector and in relation to this post	E	✓		✓	
Commitment to equality and diversity and a good understanding of its practical implementation in the role	E	✓		✓	