



WESTMINSTER ADULT EDUCATION SERVICE



City of Westminster

Learner Experience Officer

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.

<p>Portfolio/responsibilities of this role</p>	<ol style="list-style-type: none"> 1. To provide outstanding front-line services from all WAES sites, reception desks and Learner Hubs. 2. To support with all aspects of the admissions and enrolment processes and be flexibly to changing priorities. 3. To embrace new ways of working that support improving learner experience, development and progression. 4. To undertake associated administrative tasks such as issuing room keys, receiving and processing deliveries, facilitating customer Initial Assessment bookings or interviews, handling customer payments, issue ID badges to visitors, issuing examination certificates. 5. To have a wide knowledge of Westminster Adult Education Service (WAES) and its services and respond appropriately to requests, messages to include voice messages and enquiries. 6. To maintain a broad knowledge of the Academic Departments and the courses available to learners. 7. To assist in the day-to-day operation of WAES main Centres to ensure a high-quality environment and experience for all learners and service users. 8. To be responsible for opening and closing WAES Centres b, including arming and disarming the alarm system and ensuring the buildings are secure on closure. 9. To support Learners through their admissions journey including supporting learners use the digital admissions platform. 10. To provide accurate high-quality information to learners and potential learners in person, remotely and digitally. 11. To have a general understanding of the building systems and its operations and deal with day-to-day maintenance referral matters within the scope of knowledge and skills. 12. To maintain the highest standards of confidentiality and professionalism consistently and deal empathetically with colleagues, customers, clients, learners, stakeholders, parents, carers and guardians at all times. 13. Understanding of Safeguarding Legislation and its application within the educational sector and in relation to this post. 14. To act as First Aider and Fire Marshall and undertake the necessary training.
	<p>Budget Responsibilities - Nil</p>
<p>What do we expect this role to achieve?</p>	<p>Take an active role in supporting the Learner Journey making this an outstanding customer service.</p> <p>Support all activities in the Learner Hub working alongside the career and learner development officers to create a seamless admission and learner journey experience.</p>

	Support learners with enquiries and admissions through face to face, remote and digital solutions from the reception and Learner Hubs at all sites.
Band/Salary range (Please advertise full green zone band)	Band 2 “Salary is negotiable depending on experience within the green zone”
Work style	Work flexibly across all 3 WAES sites on a rota basis Must be able to work in a flexible way including evenings and Saturdays.
Your manager & team	Reports to Learner Experience Coordinator
	Direct Reports: 0
	Qualifications A command of written and spoken English which is appropriate for the effective performance of this role.
Corporate standards	<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. • 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 – Learner Experience Officer

(Job Title)		We will assess your match to the criteria from:			
Key: E – Essential D - Desirable		<u>App Form</u>	<u>Test(s)</u>	<u>Interview</u>	<u>References</u>
<u>Qualifications/Education/Training</u>					
A command of written and spoken English.	E	✓	✓	✓	
Level 3 in a Customer Service or equivalent experience.	E	✓			
<u>Professional Knowledge/Understanding</u>					
Knowledge of Adult Education Funding.	D	✓	✓	✓	
An understanding of the welfare, benefits and immigration systems and processes.	D	✓	✓	✓	
<u>Experience</u>					
Understanding of working in Adult Education.	D	✓		✓	
Working with Adults in a front facing role and providing outstanding customer Experience.	E	✓		✓	
Delivering high Customer Service supporting individuals to use digital platforms.	E	✓		✓	
Experience using self-service Customer database systems.	E	✓		✓	
Experience using a student Records System.	D	✓		✓	
<u>Skills</u>					
Ability to work towards and achieve deadlines.	E	✓		✓	
Excellent written and oral communication skills.	E	✓		✓	
Excellent IT and technological skills and competence using Microsoft Packages.	E	✓		✓	
Ability to work flexibly in a customer service environment.	E	✓		✓	
<u>Disposition/Personal Qualities</u>					
Ability to work on own initiative and as part of a team.	E	✓		✓	
Have the skills to encourage motivation and commitment for learners.	E	✓		✓	

To actively support colleagues in new ways of working.	E	✓		✓	
<u>Knowledge/Understanding of Key Policies</u>					
A good understanding of the Learner Journey.	D	✓		✓	
Awareness of health and safety procedure and willingness to undertake training.	D	✓		✓	
A good understanding of safeguarding, prevent and other welfare legislations.	D	✓		✓	