

0.5FTE Online Learning Coach – 18 hours per week – Fixed Term up until June 2023 (or less) to cover Maternity - £14,682 - £16,209 for working 18 hours per week (FTE £29,364 - £32,418) depending on current salary, skills & experience

Westminster City Council is committed to creating a Fairer City 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 (WAES) is the City Council's adult education service and the largest local authority adult education service in London and one of the largest nationally.

Our recent Ofsted was good overall with outstanding features and will enable us to grow and develop as an organisation and want someone who shares our vision of attaining excellence to join our passionate and highly skilled leadership team. 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.

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

The Role:

The success of this role will ensure that our retention and achievement rates of learners remains high and in line with agreed KPI's for the year. This will be made possible through regular contact with learners, to ensure that they are engaged from the enrolment stage, through to completion.

You will strive to provide an effective and efficient administrative service for the Distance Learning department, by using our Management Information Systems (EBS and E Assessor Pro) to keep our records up to date. Therefore, the ability to liaise and work with internal services is paramount, so that registrations and certifications of learners are completed in a timely manner.

Feedback from learners will be collated from the customer satisfaction surveys each month and time and consideration will need to be taken, to report this back to the team for discussion. Any follow-on actions will be addressed and implemented where necessary, to improve the delivery of our service.

About You:

- Level 2 Business Administration or willing to work towards
- Level 2 English and numeracy
- Demonstrable administrative experience
- Experience in customer service and dealing directly with external customers
- IT skills – particularly word processing and spreadsheets – Office 365 and associated applications
- Experience of using Management Information Systems (MIS) for data input and generating reports is desirable
- Experience of online learning is desirable
- Skills in organisation, time management, and verbal and written communication

- An understanding of safeguarding legislation and a commitment to equality and diversity and their applications to the educational sector and this role

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 reference number ED/WAES/2039

To apply for this post, please complete the WAES Application Form and EO Monitoring Form at the top of the page. When completing your application, please refer to the Job Description.

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

A Basic DBS is required for this post.

CVs will not be accepted for this post.

Previous applicants should not apply for this post.