

**PETERBOROUGH ADULT LEARNING SERVICE
CITY COLLEGE PETERBOROUGH**

CUSTOMER EXPERIENCE AND ADMINISTRATION ASSISTANT

NJC Grade 5 Scale Points 5-7: £23,500 - £24,294

Full Time 37 hours

OVERVIEW OF THE ROLE

The role is viewed as being key in enhancing the City Adult Learning Service and College's responsiveness in meeting the needs of the adults, communities and key partners; and in achieving our corporate targets and quality standards.

The successful candidate will join a small team of dedicated hardworking and committed staff able to work flexibly within the working week and year.

Strong inter-personal skills are required for this post as the College and Service continues to expand quality provision and meet targets. The ability to work as part of a team and to be self-motivating is essential.

We are excited about our future and are seeking someone to share and develop our vision for adult learning.

ESSENTIAL PERSONAL QUALITIES OF THE POST HOLDER

This is an important post playing a key part in the continuing success, development and expansion of adult learning across the City.

The successful applicant will be an individual who is focused with an understanding of the values of our customer service requirements. Our colleague will be clear-sighted, able to meet challenges head-on, with the ability to identify new ways of working. He or she will possess the ability to interact with people at all levels and abilities. A forward thinker, with a positive "can do", "will do" approach, together with the ability to work with, and motivate others is essential.

Closing date for receipt of applications: 12th February 2024

Interviews will be held: To be confirmed

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JOB DESCRIPTION

SECTION: City College Peterborough
Job Title: Customer Experience and Administration Assistant
Grade: NJC Grade 5 Scale Points 5-7: £23,500 - £24,294

Responsible to: Customer Experience Co-ordinator
Responsible for: N/A

JOB PURPOSE

Under the direction of the Supervisor, to deliver first-class customer service, including telephone reception and front of house public relations such as responding to enquiries from customers, signing in visitors and rooming service for external and internal clients. The post will also be responsible for providing and maintaining administrative support to curriculum areas to support the achievement of funding, fees and quality targets.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Working with a high degree of accuracy and to agreed deadlines, provide general administrative support to curriculum areas to meet all funding, fees, awarding body and Ofsted requirements
2. Provide a high-quality, professional reception and information service at the reception desk and by telephone, including rooming and enrolling learners and handling payments
3. Provide an effective communication route between learners, tutors, departments and managers
4. Maintain invoicing, create purchase requisitions and sales invoicing for the departments.
5. Assist in the production and distribution of publicity material and promotional activities
6. Maintain working area to a professional standard
7. As required, greet corporate clients and direct them to their room
8. Receive all incoming mail sort and arrange for its distribution
9. Undertake periodic tasks as required by the Supervisor
10. Under the direction of the Supervisor, allocate rooms as and when required to external and internal clients
11. To work unsupervised as directed
12. Be available to work in the evening/weekends as required to meet business needs
13. Provide holiday and sickness cover as required
14. Participate in maintaining the Investors in People (IIP) Standard and Matrix IAG Standards

15. Contribute to ensuring the Safeguarding of children and vulnerable adults
16. Participate in achieving a minimum grade 2 Ofsted inspection
17. Contribute to ensuring the College's Equality and Diversity duty is met
18. Meet the minimum requirements of Continuing Professional Development (CPD)

GENERAL DUTIES

1. To ensure that the City Council's policies with respect of Equal Opportunities are fully met.
2. To contribute to team working across the Service.
3. To promote high standards of Health, Safety and Welfare, ensuring that the Council complies with statutory requirements.
4. To undertake other reasonable duties at the request of the Head of Peterborough Adult Learning Service/Principal CCP.

VARIATION CLAUSE

This is a description of the job, as it is constituted at the date shown. It is the practice of this Authority periodically to examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. The appropriate Manager, in consultation with, the post holder, will conduct this procedure.

In these circumstances, it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to your job description following consultation.

FLEXIBILITY CLAUSE

Other duties and responsibilities expressed and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organization's other sections or departments.

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PERSON SPECIFICATION

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Responsible for: N/A

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Up to date general office and administration practices. 	<ul style="list-style-type: none"> • Adult Education • Ofsted • Matrix IAG
SKILLS & ABILITIES	<p>Proven ability in:</p> <ul style="list-style-type: none"> • Professional, flexible approach to work • A "can do" attitude • Excellent inter-personal skills – can relate confidently and productively to people of all ages, abilities and ethnic backgrounds • Customer care • Writing clear and grammatically correct English • A good level of numeracy • Using Microsoft Office computer packages • Patient and calm under pressure • Organisation skills and capable of dealing with competing demands on time • Self-starter, able to solve problems in innovative ways. • Prioritising work and meeting tight deadlines • Pro-active team member, willing to help and support colleagues • A can-do approach to work • Putting the organization at the heart of all you do 	

EXPERIENCE	Proven experience in: <ul style="list-style-type: none"> • providing high- quality administrative support • providing high- quality customer service to the general public. • Working in a busy office environment. 	<ul style="list-style-type: none"> • Experience of handling cash. • Experience of handling sensitive information.
QUALIFICATIONS	<ul style="list-style-type: none"> • A good basic standard of education • Level 2 Maths, English or equivalent. 	<ul style="list-style-type: none"> • Basic ICT. • Information Advice and Guidance (IAG). • Customer Service. • NVQ in Business Administration
EQUALITY AND DIVERSITY	Proven commitment to: <ul style="list-style-type: none"> • Ensuring the College's Equality and Diversity duty is met. 	
SAFEGUARDING AND PREVENT	Proven commitment to: <ul style="list-style-type: none"> • Ensuring the safeguarding of children and vulnerable adults • The Organization's Prevent Duty. 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Proven record in the understanding and practice of effective customer care. 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Willing to participate in training for professional development. • Adaptable and available to work such hours as reasonably necessary for the proper performance of duties. • Live within easy travelling distance of the College. 	Full driving licence and access to a vehicle