

JOB DESCRIPTION

Job Title:	Learner Experience Officer
Reports To:	PDBW Officer – Quality Team
Rate of Pay:	£18,000 - £22,000 per annum
Benefits:	Performance Related Bonus/Pension
Hours:	37.5 per week
Location:	Head office
Primary Purpose:	To provide Careers Education, Information, Advice and Guidance on courses, resources, progression and career opportunities. To deliver a high standard of Careers Education, Information, Advice and Guidance to client groups in accordance with the Careers Strategy 2017 and Matrix accreditation.

Principal Duties Include:

1. Advises and guides client groups on future career and pre-entry opportunities that will help them make an informed decision on their next steps.
2. Conducts one to one interviews as appropriate with learners when they complete their application form to ensure learners are on the right programmes.
3. Complete ILP with learners to establish their starting point and to gather a measure of distance travelled.
4. Signposts and refers learners to other providers where appropriate.
5. Fosters the smooth transition of learners onto enrolled courses. Resolves barriers to ensure a smooth enrolment process or refers the client to other internal or external agencies.
6. Undertakes community liaison activities and provides information, advice and guidance to clients in local community.
7. Provides Careers Education, Information, Advice and Guidance at formal advice and enrolment sessions and at PtoE recruitment/publicity events.

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8. Maintain relationships with learners to ensure they have a positive learner experience.
9. Support our Training team in developing and offering careers, advice and guidance to our learners during their learner journey.
10. Analyse survey results and report on feedback given by learners, taking action where appropriate.
11. Provides Careers Education, Information, Advice and Guidance to all learners in relation to progression opportunities and next steps.
12. Maintains knowledge of guidance issues, HE and Careers opportunities in order to develop specialisms within the team.
13. Obtains, presents and disseminates information relating to guidance issues.
14. Participates in the formulation of policy and development of the guidance service.
15. Maintains confidential record-keeping and related administrative tasks.
16. Networks with other providers and attends Partnership, IAG, HE and similar practitioner events.
17. Compilation of statistics and periodic reports.
18. To support with the management of Ofsted compliance to ensure PtoE is inspection ready at all times and to participate in Ofsted inspections where appropriate.
19. To support in the Matrix accreditation process.
20. Attend external meetings, reflecting a professional impression.
21. Attend team meetings and make an active contribution in team activity.
22. Attend and contribute to departmental and quality improvement meetings.
23. To carry out any other duties that may be considered relevant to the post and within the scope of the stakeholder.

It must be understood that every employee has a responsibility to ensure that all work undertaken is carried out in a way that complies with the company's policies, procedures, quality standards and codes of practice. This includes an obligation to show due regard for Health, Safety and Safeguarding, Equal Opportunities, confidentiality and the highest standards of customer care.

All employees are also expected to actively participate in performance reviews, the identification of their own training needs and attendance at any appropriate training events.

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PERSON SPECIFICATION	
Commitment	<ul style="list-style-type: none"> • Commitment to the Company's values and standards including safe and healthy working practices, equal opportunities and dignity and respect at work • Willingness to be flexible • Positive attitude to work and taking instruction from others • Commitment to developing self through training • Commitment to work in line with the Common Inspection Framework • A proven record of excellent time keeping and attendance
Experience	<ul style="list-style-type: none"> • Working in a fast paced training environment • Providing detailed careers information, advice and guidance to learners in an education setting in line with CIF • Supporting tutors in the field to improve careers information, advice and guidance and supporting learners at various parts of the learner journey • Working with external agencies and signposting learners to these where appropriate • Engaging at different levels along with excellent presentation skills • Managing projects • Ability to communicate effectively in a professional manner (verbal, written) • Monitoring and tracking surveys and questionnaires • Using ICT to ensure that all data is accurate. • Working as part of a team • Of working within the Common Inspection Framework, and contributing towards Ofsted Inspections (desirable) • Effective written and verbal communication skills • Ability to create and maintain professional and productive relationships • Ability to work as part of a team • Strong customer focus • Ability to manage changing priorities • Excellent ability in the use of ICT including MS Office applications • Organisational and planning skills

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	<ul style="list-style-type: none"> • Support in the maintaining accurate records related to learning, surveys etc. • Work under pressure, manage time, prioritise and meet deadlines • Use own initiative and to work independently to solve problems creatively • Prioritise conflicting work demands
Essential Attributes	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Ability to create and maintain professional and productive relationships • Ability to work as part of a team • Strong customer focus • Ability to manage changing priorities • Excellent ability in the use of ICT including MS Office applications • Organisational and planning skills • Support in the maintaining accurate records related to learning, surveys etc. • Work under pressure, manage time, prioritise and meet deadlines • Use own initiative and to work independently to solve problems creatively • Prioritise conflicting work demands
Key Outputs	<ul style="list-style-type: none"> • 100% compliance with relevant governing authority • Monthly progress report on all projects • All organisational policies and procedures current and valid • Monthly analysis for all compliance checks, and the professional development of all internal staff • All folders maintained and audited ensuring 100% compliance
Qualifications and Training	<ul style="list-style-type: none"> • GCSE's in math and English (C and above or equivalent) • ICT • Level 4 or Diploma in Careers Guidance or working towards • Level 6 qualification in Careers Guidance (desirable)

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