

LEARNING ADVISOR



PLYMOUTH
CITY COUNCIL

Role Profile

Title	Learning Advisor	
Grade	GRADE E	
Reference:	NI019	
Reports to:	Contract and Learning Services Manager	
Work style Definition	Office based hot desk / touch down worker	
Job Type:	Semi-Professional	
Primary purpose of role	<p>In this Post-16 education specialist role, you will provide independent and impartial information, advice and guidance (IAG) to support learners from enquiry to enrolment and throughout their learner journey. Using your IAG expertise, you will identify needs and expectations, and signpost impartially to enable individuals to access services and support that helps them meet their expectations and aspirations.</p> <p>You will work proactively as a member of the Learner Services Team, across departments and with partners to ensure the highest quality provision of skills support and development for Plymouth residents and those in the travel to work area.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Deliver high quality Information Advice and Guidance (IAG) in response to individual needs including facilitating provision of Additional Learner Support (ALS) where appropriate (40%) ▪ Self-assess the provision of IAG and develop and implement a delivery plan for continuous improvement against quality standards e.g. Matrix / Gatsby (30%) ▪ Provide excellent customer service, supporting learners to enrolment and throughout their learner journey (10%) ▪ Initiation of high-quality Individual Learning Plans (ILPs) and other forms of client consultation through robust IAG (10%) 	Role measures <ul style="list-style-type: none"> ▪ High levels of learner satisfaction reported as part of the OCSW Learner Satisfaction Survey ▪ High levels of customer satisfaction reported through wider skills related projects ▪ High levels of conversion from enquiry to enrolment and a reduction in learners that do not convert ▪ Positive and improved learner / client learning and or job outcomes as captured by KPIs for attendance, retention, achievement progression and destination data ▪ Achievement and continuous improvement against IAG quality standards e.g Matrix accreditation

	<ul style="list-style-type: none"> ▪ Monitor management information including attendance / destinations and progression and implement associated procedures (10%) 	
Key activities	<p>Information Advice and Guidance (70%)</p> <ul style="list-style-type: none"> ▪ Provide Information Advice and Guidance (IAG) to adults, helping them to make informed choices about their opportunities at the beginning, during, and at the end of their learning /skills journey. IAG to be provided on a 1:1 basis, in group sessions, face to face, over the telephone or virtually at times to suit the individual, ensuring outcomes are appropriately recorded and support the Individual Learning Plans (ILP) and other associated forms of client consultation. ▪ Manage an appointment system for IAG bookings ▪ Liaise with a large variety of groups and external partners on a range of skills and employment issues and responding to them from a knowledgeable but neutral objective manner understanding the full range of services that are available to support issues and enquiries raised. Respond to all enquires via telephone, email, website and social media supporting learners at every stage of their learning journey and maintaining the Customer Relationship Management system ▪ Liaise with a variety of groups and external partners on a range of skills and employment issues and respond to them knowledgeably and impartially through understanding the full range of services that are available to support them ▪ Continuously self-assess service provision against IAG quality standards e.g. Matrix and develop and implement an associated delivery and quality improvement plan ▪ Facilitate the sharing of best practice across the service including across the Adult Education Sub Contractor network, building effective working relationships with partners for cross-referral and establishing IAG forums ▪ Collate enquiry information identifying local and emerging labour market and individual needs and aspirations to inform curriculum development and timely response to requirements <p>Learner and Customer Service (30%)</p> <ul style="list-style-type: none"> ▪ Carry out associated processes including taking enrolments (and collating eligibility evidence), facilitating initial assessment and diagnostics, taking payments and managing refunds where necessary ▪ Identify support needs of individuals and work collaboratively to ensure these needs are met, support learners to access Additional Learning Support funding where necessary, liaising across teams to follow associated procedures ▪ Implement procedures in relation to OCSW Recruitment, Attendance, Destinations and Progression policies <p>Carry out other duties appropriate to the grade of the post including but not limited to:</p>	

	<ul style="list-style-type: none"> Take personal responsibility for the roles all staff need to follow in relation to Safeguarding and Prevent, Equality and Diversity, Health and Safety and Data Protection Ensure compliance of all aspects of service delivery with ESFA, Ofsted, contractual and legislative guidance Work across teams, departments and external partners to implement processes and procedures that enhance the learner experience across contracts Generate written content that can be used for promoting the service through various channels Proactively manage stakeholder relationships Undertake further training, research and Continued Professional Development as required in the role <p>NOTE – the post holder will be required to provide evening cover to 9pm on a rotational basis with other members of the team</p>
Essential qualifications/ knowledge	<ul style="list-style-type: none"> 2 GCSE's Grade (A*-C / 9-4) including Maths and English or equivalent Level 3 in Advice and Guidance or equivalent as a minimum, willing to work towards Level 4 and other appropriate qualifications Knowledge of Government training and skills programmes relating to skills and employment and associated resources / partners Knowledge and understanding of quality standards for Information Advice and Guidance (Matrix/Gatsby) Knowledge and understanding of Safeguarding and Prevent, Equality and Diversity, Health and Safety and British Values, Data Protection Understanding of learning difficulties and disabilities and support available
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> Understanding of the Plymouth and local area picture and the employment and skills landscape
Essential experience	<ul style="list-style-type: none"> Delivering Information, Advice and Guidance to individuals to support them in improving educational / skills outcomes Experience in a customer service role dealing with queries, routine and sometimes time intensive Experience of working across internal departments and with external stakeholders Experience of implementing service procedures, reviewing and updating these to improve service delivery Experience of delivering to contract targets and against Key Performance Indicators
Desirable experience	<ul style="list-style-type: none"> Experience of Further Education / Adult Education service delivery Experience in the use of Management Information / Customer Relationship / Case Load Management systems Experience in delivering group information or training sessions

Essential skills	<ul style="list-style-type: none"> ▪ Passion for supporting adults into learning / with skills development to improve outcomes ▪ Excellent customer care / service skills ▪ Highly developed communication skills needed for engaging with learners, a wide range of stakeholders ▪ Highly developed interpersonal skills to work collaboratively with internal staff and external partners ▪ Analytical and problem solving skills with the ability to take initiative and to troubleshoot problems as they arise ▪ Ability to work to deadlines, prioritise and organise work loads ▪ Ability to work independently and pro-actively ▪ Attention to detail through the recording of information and implementation of service procedures ▪ Good ICT skills, a proficiency in Microsoft Office software and ability to use key digital communication tools including social media
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	