



**Vision Business Support Services is a subsidiary company of West Nottinghamshire College**

**Specialist – Customer Service, Employability and Functional skills (Fixed term for up to 22 months)**

Academic, Creative, Community, Digital and Professional Studies  
VBSS22.31

**1. The Appointment**

Our specialists are a distinctive mix of talent. They are subject relevant, having gained significant expertise to know their subject inside out, being 'credible' in their field. They are ingenious at imparting knowledge and skill to others, bringing alive and sharing their subject expertise in a way that will develop our apprentices to become experts in their own right. They are equally comfortable engaging with the managing director of the business as they are the apprentice.

We measure our success by how many of our clients achieve their Learning outcomes on programme and are happy with the service. We also measure how many of our employers value the services we provide to their business and the contribution our apprentices make.

**Specific accountabilities**

Highly self-motivated, energetic, flexible, and organised individual, encompassing a strong sense of autonomy. You will possess strong presentation (remotely) and communication skills and be able to demonstrate achievement of targets.

In-depth understanding of the functional skills standards, Customer Service and the governance for all college procedures you will be accountable for delivering. This will be supported by your understanding of the associated funding.

Maintain the same professional level of skill and knowledge to enable you to be able to deliver on the current equivalent functional skills.

Deliver a bespoke delivery programme that will support the apprentice or Adult learner, through various IT systems to meet all of the requirements of their functional skills and Customer Service deliver. Working in conjunction with our clients you will tailor your delivery to complement the learning, development and continuous assessment being managed by the employer and support the employer to do this effectively.

Utilise your professional knowledge and skill to regularly review the apprentice's progress against the functional skills in conjunction with the apprentice and employer, make informed judgements that clearly demonstrate that the apprentice is deemed competent against the relevant requirements of the qualifications.

Prepare the apprentice or Adult learner to be able to demonstrate consistently that they have met the required subject set professional standards enabling them to be supported through gateway to functional skills testing. This will include supporting the employer to confidently decide at what point this testing will take place.

Prior to functional skill testing a wide array of pretesting and assessment methodologies can be used which will be specific to you. You will support the apprentice or Adult learner for readiness for functional skills testing by ensuring that they are capable and confident in all expected functional skills tests.

Ensure your subject skills are current and that you keep up to date with developments and thinking in your subject area and will record your CPD on the colleges HR system. Maintaining knowledge of industry changes in customer services and services required by employers around modern employability skills.

Knowing exactly what our client groups think of the interactions they have with our team and our team members is central to our ethos of finding ways to wow and create great experiences. You may be expected to contribute to sourcing this feedback from your client group and we will expect you to act upon any feedback to make sure we keep our focus on what is important to our clients.

You are part of a great team and as such will be expected to participate in events and promotions where the team requires representation, some of these will be outside of your normal working hours.

There will be some admin work created as a natural part of your role and you will be required to do this which will include providing information to college wide systems and processes.

We are a people focused business, as such the way you behave and present yourself will be a reflection on us and we want you to take ownership of making sure that your contribution to our reputation and to your own personal professional reputation is always a positive one.

Being privy to confidential or sensitive information may be a natural part of your job role and as such we expect you to treat this with the upmost professionalism.

We will advocate you in this role as the expert, you are accountable for making sure you live up to this reputation by taking accountability for making sure you keep your subject knowledge, expertise, experience and professionalism current and up to date.

The role will require you to embed the college's values; **Respect, Integrity, Collaboration, High Expectations, Responsibility.**

### **Other Responsibilities**

To uphold and promote college policies and procedures, promoting those specifically applicable to this area of work, including the Equality & Diversity policies and procedures and attend training as requested.

To apply the college's own safeguarding policy and practices and attend training as requested.

To keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques and attend relevant mandatory training.

To be conversant with and participate in activities and developments at college, regional and national level which are relevant to the post.

To present and promote an appropriate public image in representing the college.

To undertake any other duties as may reasonably be required commensurate with the post.

## Role Competencies

### Technical Expertise

Knowledge	Skills	Experience
<p>High level of functional skills expertise delivered remotely matched to accountabilities outlines above. (E)</p> <p>Holds suitable qualifications relevant to role and undertakes continued professional development where appropriate.</p> <ul style="list-style-type: none"> <li>• Level 2 or equivalent in maths and English (E)</li> <li>• Teaching in the Lifelong Learning Sector (PTLLS) or equivalent, e.g. Certificate in Education/PGCE (E)</li> <li>• Good knowledge of Maths/English/ICT functional skills delivery all levels E- Level 2.</li> <li>• and/or relevant sector qualifications Level 3 or above (E)</li> </ul> <p>Understands a minimum of Level 2 functional skills in maths and English (E)</p> <p>Demonstrates a personal and professional commitment to profession within discipline. (E)</p> <p>Applies effectively contractual / funding / sector changes to own accountabilities. (E)</p> <p>Current knowledge of Customer Service programmes from entry level to level 3 (e)</p> <p>In depth understanding of employability requirements</p>	<p>Literate and numerate holding a minimum level 2 or equivalent in maths and English. (E)</p> <p>Demonstrates understanding and application of fundamental skills relevant to role / sector. (E)</p> <p>Clarifies business priorities / roles / responsibilities to deliver business objectives. (E)</p> <p>Maintains effective performance in difficult and challenging circumstances. (E)</p> <p>Questions and challenges the value of service being delivered to drive improvement. (E)</p> <p>Facilitates innovative business models / systems / approaches to delivery great services. (E)</p> <p>Ensures adherence to legal, regulatory and security requirements in service delivery. (E)</p> <p>Takes ownership of problems in own area of responsibility. (E)</p> <p>Communicates in a way that meets and anticipates requirements and gives a favourable impression of the team / department. (E)</p>	<p>Demonstrable track record in areas of subject expertise. (E)</p> <p>Creates and manages service provision that align team activities to department priorities. (E)</p> <p>Challenges the status quo in own area to achieve improvements. (E)</p> <p>Stands by, promotes or where necessary defends team's actions and decisions when needed. (E)</p> <p>Assumes accountability for work delegated to others. (E)</p> <p>Resolves conflict among team members sensitively and fairly. (E)</p> <p>Organises teamwork to bring together complimentary skills / expertise. (E)</p> <p>Experience in a customer service role (E)</p> <p>Experience delivering training at all levels (e)</p>

## Behaviours

Personal	Teamwork
<p>Management of self. Ownership of own professionalism. Active listening. Effective communication. Influencing. Disciplined. Personal integrity.</p> <p>Identifies how own area of accountability supports the department / organisation.</p> <p>Communicates with conviction and clarity.</p> <p>Takes initiative to improve own performance.</p> <p>Maintains objectivity when facing criticism / challenge / opinion.</p> <p>Helps others to learn from their experience.</p> <p>Reacts constructively to developmental feedback and makes changes as a result.</p> <p>Constructive in raising issues with managers that have an impact on service.</p> <p>Listens actively and adjusts own behaviour in a helpful manner.</p> <p>Expresses negative feelings constructively.</p> <p>Puts aside preconceptions when considering new ideas.</p>	<p>Acknowledge contribution of self and others to overall team results. Work collaboratively with others. Commitment to team and group objectives. Understand the needs and goals of others.</p> <p>Ensures team activities are aligned to department priorities.</p> <p>Provides constructive challenge on proposals that will affect own area.</p> <p>Open and inviting of the views of others.</p> <p>Proactively contributes to the work of the whole team.</p> <p>Encourages and values team input.</p> <p>Organises teamwork to bring together complimentary skills / expertise.</p>

## Thinking

Analysis and Decision Making	Change, Creativity and Innovation	Business Perspective
<p>Gather and analyse information and data appropriate to role. Make accurate and effective decisions. Take accountability for decisions.</p>	<p>Demonstrate openness to change and new ideas. Generate creative solutions to work situations. Contribute to change with</p>	<p>Understand the purpose of own role and contribution to the team. Understand our offer. Protection of the brand and reputation of the organisation.</p>

<p>Gather and analyse information and data appropriate to role.</p> <p>Make accurate and effective decisions.</p> <p>Take accountability for decisions.</p> <p>Distinguishes between critical and irrelevant pieces of information.</p> <p>Gathers information from a variety of sources to reach a conclusion.</p> <p>Proposes ways to do things better / differently.</p> <p>Recognises causes and consequences of actions.</p> <p>Plans ahead and reassess workloads and priorities to respond to demand.</p> <p>Makes difficult decisions by weighing the complexities involved against the need to act.</p>	<p>minimum disruption.</p> <p>Prepares for and responds appropriately to the range of possible effects that change may have on own / team role.</p> <p>Identifies, resolves or escalates the positive and negative effects that change may have on own role / team.</p> <p>Learns new procedures / processes / working practices / technologies and helps colleagues to do the same.</p> <p>Responds effectively to emergencies.</p>	<p>Keep up to date with subject knowledge.</p> <p>Attention to detail.</p> <p>Remains focused on delivery.</p> <p>Remains focused and positive on achieving outcomes despite setbacks.</p> <p>Presents departments priorities and how they relate to own area of work.</p> <p>Sets and achieves challenging goals and monitors quality.</p> <p>Takes ownership of delivery against outcomes.</p>
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### Setting the Pace

Achievement Focus	Planning and Organising	Influencing
<p>Consistently focus on client interactions and experience.</p> <p>Continually performs to achieve goals and meet expectations.</p> <p>Takes every opportunity to learn from experience in order to improve performance.</p> <p>Seizes opportunities to demonstrate success in role.</p> <p>Contributes to improve work methods, outcomes and performance.</p> <p>Generates results by acting in a focused way.</p> <p>Identifies adjustments in own area of responsibility and sets priorities accordingly.</p>	<p>Established a course of action to ensure role is effectively directed.</p> <p>Anticipates having to adapt work methods to changes in environment.</p> <p>Gathers information from a range of sources inside and outside the department to inform own work.</p> <p>Understands what is required of job role and how it contributes to departmental priorities.</p> <p>Manages delivery / processes / assignments / projects / work practices to meet deadlines.</p>	<p>Listen with the intent to understand not reply.</p> <p>Secure the support of others to achieve efforts.</p> <p>Adapts to new ideas and initiatives relevant to own area of work.</p> <p>Persuades by using concrete examples to make a point.</p> <p>Negotiates in a constructive manner.</p>

### Qualities/Approach linked to college values

Safeguarding	Equality and Diversity	Health and Safety
Demonstrate a commitment to safeguarding and promoting learner welfare	Demonstrate a positive approach to equality and diversity and customer service	Demonstrate an ability to take responsibility for own and others Health and Safety at work

### Position within the college

The post-holder will be part of the directorate of Academic, Creative, Community, Digital and Professional Studies to the Manager: Apprenticeships and Business Curriculum.

### Terms & conditions

- a) The post is offered on a Vision Business Support Services Fixed Term Contract and is subject to those terms and conditions.
- b) The salary will be £26,914 per annum. This is a spot salary.
- c) You will be required to work 37 hours per week on a flexible basis.
- d) You will be entitled to 25 days' leave, plus bank holidays and up to 4 concessionary days (pro rata for the fixed term period).
- e) Vision Business Support Services operates a Scottish Widows Group Personal Pension Plan.
- f) The post holder may be located at any West Nottinghamshire College Site and will be expected to travel as required. You will however be given reasonable notice of any change in your principal place of work and be fully consulted.

### The application process

Individuals with the appropriate experience, qualifications and personal qualities are invited to complete an online application form by **5.00pm on Sunday 22nd May 2022**.

[www.wnc.ac.uk/vacancies](http://www.wnc.ac.uk/vacancies)

**THE COLLEGE PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY**

**The college is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Posts are all subject to DBS check. The successful candidate will be required to pay for the DBS check themselves, the cost will automatically be deducted from their first salary payment. This is currently £44.50.**

**It is an offence for anyone who is barred from working with children and or vulnerable adults to apply for this position.**