

**JOB DESCRIPTION**

<b>Job Title:</b>	Engagement Assistant	<b>Approved By:</b>	Claire Clark
<b>Job Holder:</b>	<b>VACANT</b>		
<b>Report To:</b>	Engagement Lead	<b>Date:</b>	October 2024
<b>Grade</b>	SPOT - NSUP12	<b>Location</b>	Fort William

**PURPOSE**

To provide a first class welcome to UHI North, West and Hebrides customers – learners, internal partners, external clients and visitors.

To provide effective administrative support as part of the Engagement Team.

To work flexibly within the Engagement Team to provide a front of house service covering the operational hours of the College. This may involve evening and weekend working by arrangement.

**KEY AREAS**

The post holder will be accountable for:

- dealing with all customer services issues at UHI North, West and Hebrides – Fort William;
- Maintaining the frontline customer experience at UHI North, West and Hebrides – Fort William to an excellent standard.
- Providing an effective, high quality and timely administration service to the, curriculum teams in particular the Head of Curriculum and curriculum manager as well as the Student Services department, specifically the Funding Officer
- Supporting the Engagement Lead in college engagement activity
- The post will also provide support for other College functional areas as required from time to time.

**DUTIES AND RESPONSIBILITIES**

- Work with the Engagement Lead to meet the KPI’s outlined in the Enterprise and Engagement strategy, ensuring all annual objectives are achieved.
- General administration tasks, handling enquiries, bookings, name badges and ordering items for the centre.
- Use of the CRM tool.
- Engaging across the college teams, particularly with Enterprise and Marketing. You will market local courses also the college curriculum offering.
- Any other task relevant to your role.

**CONTEXT**

This post is part of the Engagement team based in the main college building in Fort William supporting the front of house function and requires significant interface with curriculum teams and other support staff across all college centres.

The role requires a high level of proactivity and strong organisational skills as well as an ability to engage with staff at all levels as well as other external bodies.

The post holder will have access to highly confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement.

This post plays an important part in ensuring that the college complies properly with educational standards in respect of all administration.

The post holder will comply with all data protection requirements, all associated college policies and responsibility to ensure health and safety and wellbeing of self and others

Post holders will be expected to develop a proactive and customer focused approach to support the efficient running of the customer services function.

**PERSON SPECIFICATION**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>A good general education</li> </ul>	<ul style="list-style-type: none"> <li>IT qualifications (eg. ECDL)</li> <li>Relevant First Aid qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Evidence of delivering a first class service to a diverse range of customers</li> <li>Experience of working in a customer facing role</li> <li>Relevant experience, including experience of Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in Further/Higher Education</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Ability to work under own initiative and as a member of a team</li> <li>Excellent verbal and written communication skills</li> <li>Excellent IT and numeracy skills</li> <li>Ability to organise own work to meet deadlines</li> <li>Accuracy and attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Handling and resolution of customer complaints</li> <li>Ability to communicate in Gaelic</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Ability to work with staff at all levels internally and externally</li> <li>Ability to demonstrate a customer focussed approach</li> <li>Demonstrate enthusiasm and a willingness and interest in learning new skills</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Be willing to work flexible hours when necessary to meet requirements of the post</li> <li>Be willing to regularly travel on College business, between UHI centres, as required</li> <li>Commitment to support the achievement of UHI's Sustainability Policy and Strategy 2023-30 objectives</li> </ul>	<ul style="list-style-type: none"> <li>Clean driving licence</li> </ul>

**KEY TERMS AND CONDITIONS OF EMPLOYMENT**

<b>Hours of Work</b>	This post is for 18 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
<b>Duration</b>	This a part-time, permanent post.
<b>Salary</b>	(SUPPORT STAFF) The salary for this post is on Support Scale Point SPOT £25,313 - NSUP12 £27,431 per annum, pro-rata
<b>Holidays</b>	(SUPPORT STAFF) 33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
<b>Location</b>	The position will be based primarily at our Fort William Campus.
<b>Pension</b>	(SUPPORT STAFF) You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
<b>References/ Medical Assessment/ PVG Check</b>	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

*UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.*

