



## **JOB DESCRIPTION**

<b>Job Title</b>	<b>Learner &amp; Campus Services Manager</b>
<b>Grade/Scale</b>	<b>S01</b>
<b>Base</b>	<b>Campus Based</b>
<b>Reporting to</b>	<b>Director of Learner and Campus Services</b>
<b>Responsible for</b>	<b>Learner &amp; Campus Services Assistants</b>

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### **Purpose of the job**

The role will involve leading the provision of a comprehensive front of house and learner services support to the Campus. The role will manage a small team of multi skilled staff and work closely with the Director of Learner and Campus Services to ensure a quality, friendly, comprehensive, customer focused service.

The encompassing role of the team is to work with all other teams within the College to ensure that the College and the campus is presented in the best possible light at all times and to all people.

### **Key Duties and Responsibilities**

- Manage the provision of Learner and Campus services to learners, staff and guests.
- Manage staff in Learner and Campus Services to assure operational efficiency and effectiveness of the team.
- Deputise for the Director of Learner and Campus Services as appropriate
- Manage the processes for administering learning grants (including WGLG, EMA), transport services, travel expenses, free meals, nursery provision, learner ID badges
- Collaborate with the other college leaders to organise and support college recruitment, enrolment and induction activities
- Manage and implement the campus wellbeing and enrichment programme(s) (eg BOOST) and, where appropriate, learner-led support groups
- Manage the learner voice forum
- Attend and administer disciplinary meetings in conjunction with the Director of Learner and Campus Services

- Manage and oversee administration duties in the Learner and Campus Services
- Manage and oversee finances including grants within Learner and Campus Services
- Support the Director of Learner and Campus Services to make efficient use of resources on a campus including room / space utilisation
- Represent Learner and Campus Services in relevant cross college groups.

### **General Corporate Duties**

- Support and uphold college behaviour and disciplinary policies
- Support the Director of Learner and Campus Services and Marketing with publicity events including community, promotional fayres, stakeholder events, local media coverage and good news stories
- Support commercial activities on the Campus
- Liaise with local community groups to promote the campus.
- Supporting inductions and enrolments in collaboration with learner services

### **Additional Activity**

- Actively comply with the College Equality of Opportunity Policy
- Participate in and contribute to the College Performance Management And Review process
- Attend staff meetings and learning and development as required
- Actively comply with Fire and Health & Safety Regulations

All staff employed at Coleg y Cymoedd will have responsibility for the safeguarding and for the promoting the welfare of students.

Undertake such other duties as may be reasonably required by the College, either at your principal place of work or other College premises, commensurate with the grade and responsibilities of a Learner and Campus Services Manager

Agreed by Post Holder \_\_\_\_\_ Date