

# TEAM MEMBER ROLE PROFILE – July 2022

Title Level Reports to	Support Services Co-Ordinator NT3 Systems and Compliance Manager	Business: Harlow College Location: Harlow, Essex Department/Academy: Employability, Innovation and Skills		
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE	
<p><b>Context</b></p> <p><b>1. Success</b> To be part of a forward looking FE college, currently the number one provider nationally for student success with its sights on being no.1 in the UK for all quality measures by 2013.</p> <p><b>2. Culture</b> To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> <li>• Students at the Heart</li> <li>• Work together, achieve together</li> <li>• Be ambitious, build futures</li> <li>• Respect each other, share similarities and celebrate our differences</li> </ul> <p><b>3. People</b> Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p><b>Purpose and Dimensions</b></p> <p><b>1. Job Purpose</b> To provide and co-ordinate a comprehensive service to support delivery both internally and externally to the college</p> <p><b>2. Function's Strategy</b> Contribute to the function's strategy which is part of the Teaching and Learning Strategy</p> <p>Part of a team responsible for the delivery of the College's teaching and learning strategy and 3 year strategic plan</p> <p><b>3. Key Partners/Relationships:</b> Academy AAMs, senior managers, staff, external agencies, external organisations</p>	<p><b>Core Areas of Responsibility</b></p> <ol style="list-style-type: none"> <li>1. Provide a comprehensive support to allow smooth delivery across all vocational sectors both internally and externally to the college</li> <li>2. Support with the onboarding of learners for both virtual and face to face delivery</li> <li>3. Support with ensuring all course materials are fully prepared in a timely manner</li> <li>4. Support staff within the Support services team as well as external partners such as Associates and other delivery partners</li> <li>5. Liaise with external partners to build relationships, such as Job Centres and other partners.</li> <li>6. Responsible for learner engagement to help maximise course referrals and increase learner numbers</li> <li>7. Answer general enquires and provide IAG via telephone and face to face</li> <li>8. Co-ordinate the administration and tracking of the IQA processes ensuring timely completion and accurate submission of paperwork</li> <li>9. Support with administration of the adult evening offer courses</li> <li>10. Develop and maintain effective communications with MIS, exam and other support teams across the college</li> <li>11. Assist with the co-ordination of the enrolment and registration process</li> <li>12. Ensuring awarding organisation requirements are met</li> <li>13. Assist with booking of venues for delivery of the adult provision</li> <li>14. Adhoc duties as required i.e. invigilation, open evening and enrolment duties</li> </ol> <p><b>Critical Success Factors</b></p> <p>To provide a high quality and responsive support service measured by:</p> <ol style="list-style-type: none"> <li>15. Achieving set deadlines</li> <li>16. Delivery of individual and discrete assignments</li> <li>17. Producing accurate, high quality reports</li> <li>18. Timely enrolment, registration and claiming of qualifications</li> <li>19. Effective liaison with internal staff and external agencies/organisations</li> <li>20. Committed to promoting equality and diversity</li> </ol>	<p><b>Organisational Capabilities</b></p> <ol style="list-style-type: none"> <li>1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration</li> <li>2. Achieves maximum benefit from limited resources</li> <li>3. Quickly adapts to change and sees it as an organisational 'norm'</li> </ol> <p><b>Be the Expert</b> (technical knowledge, qualifications, experience, occupational competence &amp; requirements, etc)</p> <ol style="list-style-type: none"> <li>1. Excellent interpersonal skills and the ability to communicate at all levels</li> <li>2. Qualified at Level 2 or equivalent in English &amp; Maths</li> <li>3. The ability to work both on own initiative and as part of a team</li> <li>4. Able to be initiative and suggest improvements to processes</li> <li>5. Good working knowledge of Microsoft Office</li> <li>6. The ability to meet tight deadlines</li> <li>7. Preferred experience of working with the unemployed and external agencies</li> <li>8. Willingness to undertake appropriate training when necessary</li> <li>9. Ability to work under pressure whilst maintaining good mental stability and mental resilience.</li> </ol>	<p><b>Competencies</b> (core for all HC team members)</p> <p><b>1. Learning Orientated</b></p> <ul style="list-style-type: none"> <li>➤ Seeks feedback on their own performance from a variety of sources</li> <li>➤ Shares learning with others</li> <li>➤ Engages in development activities and achieves tangible progression</li> <li>➤ Actively seeks to increase/improve knowledge and skills</li> </ul> <p><b>2. Results Focused</b></p> <ul style="list-style-type: none"> <li>➤ Meets targets and job related outputs</li> <li>➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise</li> <li>➤ Resolves issues that affect targets being met</li> </ul> <p><b>3. Quality Minded</b></p> <ul style="list-style-type: none"> <li>➤ Can evidence their contribution to the college's Quality Improvement cycle (e.g., SAR/QIP)</li> <li>➤ Seeks ways to continuously improve the service/productivity of their working area</li> <li>➤ Notices quality performance in others and offers feedback accordingly</li> </ul> <p><b>Role Competencies</b> (specific to role)</p> <p><b>1. Quality Improvement</b></p> <ul style="list-style-type: none"> <li>➤ Continually seeks ways to improve process and procedures</li> <li>➤ Promotes a culture of feedback and sets targets to improve</li> </ul> <p><b>2. Communicates with Impact</b></p> <ul style="list-style-type: none"> <li>➤ Actively listens</li> <li>➤ Builds positive relationships within and beyond own working area</li> <li>➤ Communicates clearly, with tact, diplomacy and ensuring confidentiality where appropriate</li> </ul>	

