

Job Description

Job Title: Curriculum Support Assistant

Grade: NJC Grade 4

Overall purpose of the job

The role of the Curriculum Support Assistant is to support Cambridgeshire Skills curriculum and management teams with the effective running of the service.

To provide first class customer service to potential and existing learners and all the service's partners and stakeholders.

Undertake a range of administrative tasks and ensure the accurate processing of learner data in the service MI system, generation of timely reports to support management of the service.

Be accountable and responsible to our communities and customers to ensure that taxpayers' money is spent wisely, efficiently, and effectively.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	<p>Curriculum Delivery</p> <ul style="list-style-type: none"> • Undertake daily activities to enrol and support existing and potential learners <ul style="list-style-type: none"> • Provide learners with detailed information and advice about course availability and suitability, either face to face, over the phone or e-mail • Support learners with the application process either online or via paper enrolment forms to collect and record all the required personal information that is required by our funders to ensure payments are received, while ensuring confidentiality • Ensure that Management Information System is up to date and all information is uploaded in a timely fashion to meet monthly return to our funders • Check learners' details against all the required eligibility criteria to ensure that eligible learners are enrolled onto a course • Taking and processing payments for course fees • Collect evidence and maintain records to ensure compliancy against funding rules for retention of received funds • Provide general administrative support across the service to ensure that key operations are being delivered to our learners, partners and stakeholders • Provide in person support at initial assessments and other ad hoc sessions/events • Support the service claim all available funding and clean audits achieved by ensuring work is accurate. Avoid loss of capacity work to the principle of getting it right first time, to avoid time is wasted correcting avoidable mistakes
2.	<p>Customer Service</p> <ul style="list-style-type: none"> • Provide proactive and solution focused support and signpost incoming communication by liaising with learners (potential and existing), staff (service and other CCC departments) and partners. • Communicate messages clearly and appropriately to learners, responding to queries and correspondence within set timeframes
3.	<p>Financial Support</p> <ul style="list-style-type: none"> • Raise purchase orders and pay invoices in line with CCC financial policies

	<ul style="list-style-type: none"> At the direction of management source and secure items/services needed ensuring that value for money is obtained Actively review and monitor cost affective expenditure in accordance with Council Budget requirements. Ensuring best price for goods and services are only paid. Contribute ideas and efficiencies to deliver savings
4.	General <ul style="list-style-type: none"> Record and maintain learner information in Management Information Systems accurately ensure that all relevant compliance checks are completed, and at peak periods ensure wider support is given to ensure timely and maximised funding claims Support audits, inspections, reviews and new operating systems as and when required Maintain up to date filing systems so information is always accessible and available Work across the service as required When requested provide invigilation support for exams Ability to travel
5.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
6.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.
7.	Safeguarding commitment We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Hold a minimum Level 2 qualifications or equivalent	Literacy, Numeracy and IT	E
A Level standard or equivalent qualification		D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Experience of using Microsoft Office or other software to represent data in a user-friendly way	Skills to manipulate and interpret data	E
Knowledge of funding and how it applies to the delivery of programmes		E
Full understanding of legislative framework of information management and data protection	Up to date applied knowledge	E

Knowledge of adult education Management Information systems and audit		D
Knowledge of Council policies & procedures	Use of finance systems	D
Skills		
IT proficient	Microsoft Office including Excel	E
Resilience and the ability to cope with pressure and difficult situations	Handling multi tasks and pressures and working through situations bringing the team with them	E
Approachable and adaptable.	Works in a cooperative way and encourages a team spirit	E
Ability to interpret and explain complex information		E
Able to prioritise workload and complete in timely manner		E
Commitment to continuous service development.		E
Experience		
Experience of working in an office environment and providing administration support to teams		E
Experience of using Management Information Systems	Experience with Tribal-EBS or another Adult Education Management Information System	E
Working in a customer service environment	Able to work with a range of customers from learners, funders, partners and colleagues from across CCC	E
Working in an adult education environment	An understanding of the adult education and why people use the service and some of the challenges they may have in joining a course.	D
Equality, Diversity and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	E
Net Zero.	Ability to contribute towards our commitment of becoming a net zero organisation.	E
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the	E

	safety and well-being of children and young people/vulnerable adults.	
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Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced – X	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid X	Field	Remote	Mobile
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