



Realising potential is about inspirational people who are passionate about what they do

JOB DESCRIPTION

Post Title: Customer Service Apprentice in Marketing and Reception (Level 2)
Responsible to: Head of Marketing/Deputy Marketing Manager
Salary: £101.01 per week **Status:** Full time, fixed term 18 months

Purpose of the job: Provides administrative, reception and marketing support to the Marketing team and also to other subject areas if required.

REASEHEATH COLLEGE MISSION

“To inspire individuals, communities and rural businesses by delivering world class education and skills accessible to all”

REASEHEATH COLLEGE VALUES

Every member of staff at the College has a responsibility for and commitment to the implementation of the College Vision so that the learner experience is a valuable and memorable one.

As an important part of our team you are also required to ensure that your behaviour towards both staff and learners demonstrates P R I D E in everything you do through actively supporting our Values:

P eople **R** esponsibility **I** ntegrity **D** iversity **E** xcellence

Key Tasks and Responsibilities of your Job Role

Key Result Areas	Tasks
CUSTOMER Learning & Skills Development	<ul style="list-style-type: none"> Actively seeks out opportunities to develop skills and knowledge in order to complete Apprenticeship NVQ qualification Level 2. Understands and applies policy and procedures relating to Safeguarding and Child Protection matters by attending all mandatory training as requested to do so.
CUSTOMER Quality	<ul style="list-style-type: none"> Supports reception and marketing staff in delivering a high quality customer service experience. Has an awareness of health and safety legislation by adhering to relevant College policy, best practice standards and attending all

	<p>mandatory training as requested to do so.</p> <ul style="list-style-type: none"> • Maintains the College's high standard of security by promptly reporting any issues to your line manager appropriately.
CUSTOMER Business Development	<ul style="list-style-type: none"> • Provides first line response to telephone enquiries and visitors to reception, as well as passing all enquiries to the relevant staff for action to guarantee successful and lucrative business progress. • Produces marketing literature under the supervision of appropriate staff to effectively publicise the business and its values/goals. • Assists in cross college activities as appropriate by supporting enrolment and open days as required to enhance the reputation of the Marketing department and the College.
PEOPLE & CULTURE	<ul style="list-style-type: none"> • Assists reception in the day-to-day running of the department in order to ensure all team members are fully informed of matters that may affect them. • Attends all mandatory training events in order to understand and apply policies and procedures relating to Safeguarding and Equality and Diversity matters.
RESOURCES	<ul style="list-style-type: none"> • Collects and delivers post to specific subject areas daily to make sure information is conveyed effectively and appropriately. • Maintains external course directories referring to the subject area/s to assist in successful delivery of marketing activities. • Ensures computer databases kept up to date and accurate at all times in order to maintain marketing records such as the schools database and assist with mailshots.
FINANCE	<ul style="list-style-type: none"> • Ensures that best value for money is achieved for the department and seek opportunity to innovate and maximise utilisation of college resources in order to ensure cost effective and quality delivery to our customers.

PLEASE NOTE

Reaseheath is an education establishment within an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. Your job description will be reviewed during your annual Performance Development and Review interview, and will be varied in the light of the changing business needs of the College. The job description is not intended to be exhaustive and is only indicative of the nature and level of the responsibilities associated with the post at the date it was drawn up. Your duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the terms and conditions of employment associated with the post.

Please note this role constitutes 'regulated activity' as defined by the Protection of Freedom Act 2012. The successful candidate will therefore be required to undertake an enhanced DBS check with barring information prior to starting employment. This will be paid for by the College.



Person Specification

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Key Results Area	Knowledge & Skills	Competencies
CUSTOMER Learning & Skills Development	GCSE Maths grade C or above or equivalent or a willingness to undertake Basic Skills Level 2 Maths. GCSE English grade C or above or equivalent or a willingness to undertake Basic Skills Level 2 English.	Developing Self & Others
CUSTOMER Quality	Self motivated with the drive to follow issues through to a successful conclusion. Awareness of a good understanding of issues to do with diversity and social inclusion. Ability to work in detail and ensure high level of accuracy.	Flexibility Teamwork Integrity & Accountability
CUSTOMER Business Development	Ability to establish effective working relationships with colleagues and visitors.	Teamwork
People & Culture	Ability to communicate effectively with internal and external customers. Ability to work flexibly, enthusiastically as part of a team and on own initiative.	Influencing and Impact
Resources	Awareness of the importance of making the best use of facilities and resources and improving existing methods of working. An appreciation of the importance of maintaining systematic records and following College protocol.	Passion for Improvement Planning & Prioritising
Finance	Ability to work within advised departmental budgetary limits.	Planning & Prioritising