

JOB DESCRIPTION

Job Title:	Engagement Assistant		
Department	Engagement		
Grade	NSUP09 - NSUP12	Location	Dornoch

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 – Dornoch;
- Maintaining the frontline customer experience at UHI North, West and Hebrides – Dornoch to an excellent standard.
- Providing an effective, high quality and timely administration service to assist with the day to day running of the centre/campus.
- 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 Dornoch 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

Criteria	Essential	Desirable
Qualifications	A good general education	- IT qualifications (eg. ECDL) - Relevant First Aid qualification
Experience	- Evidence of delivering a first-class service to a diverse range of customers - Experience of working in a customer facing role - Relevant experience, including experience of Microsoft Office	Experience of working in Further/Higher Education
Knowledge & Skills	- Ability to work under own initiative and as a member of a team - Excellent verbal and written communication skills - Excellent IT and numeracy skills - Ability to organise own work to meet deadlines - Accuracy and attention to detail	- Handling and resolution of customer complaints - Ability to communicate in Gaelic
Personal Qualities	- Ability to work with staff at all levels internally and externally - Ability to demonstrate a customer focussed approach - Demonstrate enthusiasm and a willingness and interest in learning new skills	
Other	- Be willing to work flexible hours when necessary to meet requirements of the post - Be willing to regularly travel on College business, between UHI centres, as required - Commitment to support the achievement of UHI's Sustainability Policy and Strategy 2023-30 objectives	Clean driving licence

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 15 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.
Duration	This a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point NSUP9 – NSUP12, £25,875 - £27,431 per annum, pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Dornoch Campus.
Pension	(SUPPORT STAFF) You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	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.

