

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

|                       |                                              |      |       |
|-----------------------|----------------------------------------------|------|-------|
| Job Title:            | Admission Advisor                            | JEID | L0803 |
| Salary Grade:         | Grade F                                      |      |       |
| Team:                 | Schools Admissions                           |      |       |
| Service Area:         | Access to Education                          |      |       |
| Primary Location:     | Shire Hall, Warwick                          |      |       |
| Political Restriction | This position is not politically restricted. |      |       |
| Responsible to:       | Team Manager                                 |      |       |
| Responsible for:      | N/A                                          |      |       |

#### Role Purpose

Working as one of a team of Advisors, to be the first point of contact for the Schools Admissions Service, responding to incoming calls and providing accurate information and guidance to parents, carers and schools. Support the School Admissions Team in responding to email enquiries ensuring enquiries are resolved efficiently and in line with statutory guidance and local policy.

#### Role Responsibilities

1. To provide a responsive first point of contact for service users seeking information, advice and support by telephone during helpline opening hours and through email correspondence.
2. To follow the established procedures for each service request logging, processing and progress chasing enquiries.
3. Ability to communicate information appropriately while maintaining confidentiality and compliance with GDPR requirements with the ability to communicate information clearly and accurately in spoken and written English (Fluency Duty) to a range of customers
4. Data Base Entry - high level of accuracy when recording and updating information on the Admissions database
5. Work collaboratively as part of a team to achieve shared objectives
6. Work to identify performance management targets undergoing evaluation as appropriate (all telephone calls are recorded for training and feedback purposes).
7. To identify potential opportunities for improvements and contribute to process development through testing, implementing of procedures and systems.

8. To undertake training in all systems necessary to fulfil the role.
9. To undertake general administrative and housekeeping duties
10. To assist in maintaining up to date information on all relevant services and to carry out research as necessary.
11. To identify opportunities for self-development and undertake activities to improve both skills and knowledge.
12. To participate in the induction and training of new colleagues.
13. To uphold the departmental Equal Opportunities and Health and Safety policies, ensuring their understanding and implementation by staff for who you are responsible, if appropriate.
14. This role supports hybrid working, combining working from home with time spent in the office or other locations as required by business need, which may include working weekends, public and Bank Holidays, including the Warwickshire County Council additional leave day at Christmas.
15. To undertake any other duties as required, which are commensurate with the grading of the post

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

|                                                                                                                                                                                           |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Excellent verbal communications skills                                                                                                                                                    | A, I, T |
| Good keyboard skills, accurate data entry and experience of electronic systems – IT skills                                                                                                | A, I, T |
| Experience of working in a customer service environment                                                                                                                                   | A, I    |
| Ability to continuously learn new processes and develop appropriate skills                                                                                                                | A, I    |
| Ability to deal with a continuous stream of contacts requesting services using predefined processes                                                                                       | A, I    |
| Ability to work independently, but also as part of a team                                                                                                                                 | A, I, T |
| Understanding of the need for confidentiality                                                                                                                                             | A, I    |
| Ability to identify shortcomings in service and report to Team Leader                                                                                                                     | A, I    |
| A commitment to anti-discriminatory practices in employment and service provision. Willingness and ability to take personal responsibility for implementing equality and other strategies | A, I, T |
| Commitment to the provision of excellent service                                                                                                                                          | A, I, T |
| Ability to remain calm and tactful when dealing with challenging or distressed people                                                                                                     | A, I, T |
| Willingness to undertake training and development opportunities                                                                                                                           | A, I    |

|                                                                                                                     |      |
|---------------------------------------------------------------------------------------------------------------------|------|
| Ability to undertake the duties of the post, to include working with and abiding by policy and statutory guidelines | A, I |
|---------------------------------------------------------------------------------------------------------------------|------|

## Desirable Criteria

Assessed By:

|                                                                            |      |
|----------------------------------------------------------------------------|------|
| Experience of using automated telephone handling systems                   | A, I |
| Experience of working within high pressured environment                    | A, I |
| Experience of working with back office and professional staff              | A, I |
| Administrative experience                                                  | A, I |
| General knowledge of public and voluntary agencies                         | A, I |
| Ability to use initiative in a busy and changing environment               | A, I |
| Ability to devise and use office practices                                 | A, I |
| An interest in working with the people who use all County Council services | A, I |

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

|                                                                                                                                                       |                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Provision of personal care on a regular basis                                                                                | <input type="checkbox"/> Driving HGV or LGV for work                                                                                                                          |
| <input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| <input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis                                                              | <input type="checkbox"/> Restricted postural change – prolonged sitting                                                                                                       |
| <input type="checkbox"/> Lone working on a regular basis                                                                                              | <input type="checkbox"/> Restricted postural change – prolonged standing                                                                                                      |

|                                                                                                    |                                                                                                                          |
|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Night work                                                                | <input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching                                       |
| <input type="checkbox"/> Rotating shift work                                                       | <input type="checkbox"/> Manual cleaning/ domestic duties                                                                |
| <input type="checkbox"/> Working on/ or near a road                                                | <input type="checkbox"/> Regular work outdoors                                                                           |
| <input checked="" type="checkbox"/> Significant use of computers (display screen equipment)        | <input type="checkbox"/> Work with vulnerable children or vulnerable adults                                              |
| <input type="checkbox"/> Undertaking repetitive tasks                                              | <input type="checkbox"/> Working with challenging behaviours                                                             |
| <input checked="" type="checkbox"/> Continual telephone use (call centres)                         | <input type="checkbox"/> Regular work with skin irritants/ allergens                                                     |
| <input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels) | <input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| <input type="checkbox"/> Work requiring respirators or masks                                       | <input type="checkbox"/> Work with vibrating tools/ machinery                                                            |
| <input type="checkbox"/> Work involving food handling                                              | <input type="checkbox"/> Work with waste, refuse                                                                         |
| <input type="checkbox"/> Potential exposure to blood or bodily fluids                              | <input type="checkbox"/> Face-to-face contact with members of the public                                                 |
| <input type="checkbox"/> Other (please specify):                                                   |                                                                                                                          |