

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Careers and Course Information Officer	Post Number:	CS0228P
Daily Supervision:	Careers Guidance and Reception Manager	Grade:	CSS Support Scale 3
Department:	Library and Careers Guidance	Last Updated:	January 2025

Our Purpose:

To be an extraordinary employer-led organisation; producing a highly skilled and productive local workforce.

Our Mindset:



Job Purpose:

To provide initial information and advice to all customers, internal and external, who have enquiries relating to careers, courses, funding, enrolments and admission. To ensure that enquiries and appointment requests are processed in a timely and efficient manner; this may involve liaison with other academic and business support areas of the College.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To deliver a professional customer focused service providing information and advice to the general public and current learners on careers and course information.
2. To provide initial stage information and advice on careers by phone, in person and electronically, referring to the Careers Guidance Advisers as appropriate.
3. Ensure enquiries are logged appropriately using college systems including but not limited to, Prosolution, Promonitor and Hubspot, to ensure good record keeping practice is followed.
4. Work across the College with all members of staff ensuring effective liaison and sharing of accurate information in an effective and timely manner.
5. To report any discrepancies with information on the website and other information literature to the relevant department.
6. Ensure all information is processed in a timely manner and in accordance with GDPR, including when booking appointments ensuring client confidentiality.
7. To provide support to the Careers Guidance and Reception Team by promoting and marketing careers services, careers information and resources to staff and students as directed by the Team Leader.
8. To record Key Performance Indicators.
9. To attend and support College recruitment events and open days as and when required.
10. To work flexibly, including evenings as required and across all the College sites.
11. To be familiar with relevant College policies and procedures.
12. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
13. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
14. To maintain quality standards appropriate to the post.
15. To conform with the Health and Safety requirements relevant to the post.
16. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.



PERSON SPECIFICATION

	Knowledge	PSM
1	5 GCSEs at C/4 or above including Maths and English	A/I
2	Level 4 qualification in Information Advice and Guidance	A/I
3	Level 2 qualification in Administration or Customer Care	A/I

	Skills/Abilities – Interpersonal	PSM
4	The ability to work in a non-discriminatory manner	A/I
5	The ability to work as a member of a team	A/I
6	Good interpersonal skills	A/I
7	High level of customer care	A/I
8	Excellent telephone manner	A/I/T
9	Good organisational skills	A/I/T
10	Excellent verbal, written and communication skills	A/I/T

	Experience	PSM
11	Recent administration experience	A/I
12	Experience in a customer service environment	A/I

	Work Related Circumstances	PSM
13	The ability and willingness to undertake relevant staff development	A/I
14	The ability and willingness to work flexibly across sites and outside of normal working hours on occasion	A/I

	Skills/Abilities - Other	PSM
15	Appropriate level of IT skills to undertake relevant duties, i.e. Email, Excel or the willingness and ability to undertake relevant training	A/I/T
16	The ability to work using own initiative with minimal direct supervision	A/I
17	Ability to work accurately and pay attention to detail	A/I/T
18	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I

Prepared By:	Rachael Adair – Head of Library and Careers Guidance
Date:	January 2025

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

