

# LINCOLN COLLEGE GROUP

# JOB DESCRIPTION

## JOB TITLE & NUMBER

CS1371P: Careers & Course Information Officer

## SALARY

£25,317 per annum

## GRADE

CSS Scale 3

## HOURS

37.5

## REPORTING TO

Careers Guidance & Reception Manager

## DEPARTMENT

Library

## LOCATION

Lincoln

BE READY...

## 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**

	<b>Knowledge</b>	<b>PSM</b>
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

	<b>Skills/Abilities – Interpersonal</b>	<b>PSM</b>
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

	<b>Experience</b>	<b>PSM</b>
11	Recent administration experience.	A/I
12	Experience in a customer service environment.	A/I

	<b>Work Related Circumstances</b>	<b>PSM</b>
13	Ability and willingness to undertake relevant professional development to maintain up-to-date knowledge of legislation and best practice.	A/I
14	Ability and willingness to work flexibly.	A/I

	<b>Skills/Abilities – Other</b>	<b>PSM</b>
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	Demonstrates a clear commitment to safeguarding and promoting the welfare of children and young people.	A/I

<b>Prepared By:</b>	Rachael Adair – Head of Library & Careers Guidance
<b>Date:</b>	May 2026

<b>Proposed Selection Method Key (PSM)</b>		
A = Application	I = Interview	T = Test

# VISION 2030

## LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;  
SHAPE FUTURES;  
SERVE OUR COMMUNITIES.**

## OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

### COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

### ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

### RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

### EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

## OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

