



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Learner Engagement Officer	<b>Role Profile Number:</b> PCDN101
<b>Grade:</b> M	<b>Date Prepared:</b> January 2022
<b>Directorate/Group:</b> Children's Services – Adult Community Learning	<b>Reporting to:</b> Curriculum Coordinator
<b>Structure Chart attached:</b>	No

### Job Purpose

The primary purpose of this role is to actively engage our priority residents in Swindon Borough Council's Adult Community Learning (ACL) provision and to support learners to progress to positive destinations including further learning, volunteering or work.

This is a front-line customer-facing role, which requires the post holder to deliver high quality information and advice in line with agreed service delivery standards along with the capacity to provide innovative solutions to problems and emerging opportunities. The role also requires very effective development and maintenance of relationships with internal and external stakeholders to achieve our intended outcomes.

### Key Accountabilities

- Support the development and effective maintenance of relationships with stakeholders including internal teams, delivery partners, voluntary organisations, referral agencies, schools and community groups to identify new opportunities for courses which will benefit our priority residents
- Support the development and effective maintenance of relationships with tutors and stakeholders who work with priority residents to maximise referrals onto ACL courses
- Identify ways to effectively market ACL provision to referrers and individuals
- Respond to referrals in line with agreed service delivery standards
- Provide high quality and impartial information and advice to learners and potential learners in both 1:1 and group settings in line with agreed standards and timescales selecting the most appropriate methods and solutions

- Have a thorough understanding of funder and ACL eligibility requirements to inform decision making and onward referrals
- Have a thorough understanding of the ACL curriculum to inform discussions with learners and stakeholders
- Have a thorough understanding of the wider adult skills offer and community support/opportunities available across Swindon
- Represent the ACL service at internal and external events, such as open days, information sessions and team meetings
- Develop and maintain high quality information resources for learners and stakeholders
- Ensure timely and accurate data recording/reporting
- Manage the recruitment, induction and ongoing support of ACL volunteers
- Analyse and interpret complex information to make recommendations for service improvements
- Manage own workload and plan and prioritise activities to meet required deadlines and timeframes
- Follow up on learners to measure and report on the impact of the service
- Keep abreast of local, regional and national initiatives and opportunities
- To work with the SBC ACL team to continually improve and develop the ACL service for the eligible and priority adults in Swindon

#### **Supplementary accountabilities**

- To keep updated and abreast with policy changes in the learning, skills and IAG fields
- Maintain CPD

#### **Knowledge & experience**

- Experience of delivering information and advice to adults
- Experience of engaging with and developing relationships with stakeholders and hard to reach residents
- Excellent communication skills (written and verbal) and the ability to communicate and exchange information with a range of audiences
- Able to communicate clearly and sensitively with priority residents
- Effective use of Microsoft Office (Outlook, Word and Excel)
- Ability to identify opportunities to develop and improve the service
- Ability to prioritise and co-ordinate workload, and work on own initiative
- Able to solve problems and suggest innovative solutions
- Accurate record keeping, monitoring and reporting
- Working effectively as part of a team and independently

#### **Qualifications**

- Have or be prepared to work towards Level 3 in Information Advice and Guidance (or equivalent)
- English grade A-C/level 2 or equivalent

### **Decision Making**

- Prioritising and managing own workload and time, especially between the different aspects of the work
- Ensuring that solutions focused impartial, relevant, up to date, accurate and IAG is provided to our tutors, providers and learners

### **Creativity and Innovation**

- Establishing innovative ways to support tutors and providers in accessing the information that will support them to progress their learners
- Establishing innovative ways to continually improve our service to Providers and learners and to meet the requirements in the Ofsted Framework in relation to the provision of IAG

<b>Job Scope</b>	<b>Budget Holder</b>	
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• None</li></ul>	<b>Responsibility</b>	No
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• Onward referrals to tutors</li><li>• Marketing activities to Project Officer</li></ul>	<b>Asset Responsibility</b>	Laptop and phone

### **Contacts and Relationships**

- Internally: SBC teams, e.g. Supported Employment, Care Leavers, Youth Engagement, Supporting Housing, Tenant Academy, Libraries, Early Help Hub
- Externally: subcontracted providers, voluntary sector organisations, public and private agencies and organisations that could either be used as a source for new eligible and priority learners or as a referring point for learners
- General public and priority residents in particular

### **Other Key Features of the role**

This role will involve travel between Swindon communities and organisations and face-to-face meetings with individuals and groups.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	