



Workers' Educational Association

WORKERS' EDUCATIONAL ASSOCIATION

August 2017

Dear Applicant,

Support Centre Assistants

Thank you for showing an interest in our recent advertisement.

We have put together a pack of information that should provide you with a clear understanding of the role and the context that it will operate in. The contents of the pack are:

- Background
- Job description
- Person specification
- Summary of contractual terms and conditions

Please refer to the job description, person specification when submitting your expression of interest statement, to ensure that you include all relevant information about yourself.

Please ensure that your expression of interest statement (maximum of 2 pages) and CV are emailed to **recruitment@wea.org.uk** by **midnight on Sunday 10 September 2017**.

Interviews will be held week commencing 18 September 2017 in Leeds.

Further information on the WEA including our equality and diversity policy and statements can be found on our website: <http://www.wea.org.uk>.

Once again thank you for your interest.

Kind regards,

Louise Barrowcliffe

Louise Barrowcliffe
Recruitment Advisor



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BACKGROUND INFORMATION


Founded in 1903, the Workers' Educational Association (WEA) is a charity and the UK's largest voluntary sector provider of adult education. In 2015/16 we delivered 9,700 part-time courses for around 70,000 students in England and Scotland with classes in almost every local authority area and our work in England was assessed in 2014 as 'Good' by Ofsted.

With the support of over 400 local branches, 3,000 volunteers, 2,000 part-time tutors and our active membership, the WEA provides high quality, student-centred and tutor-led education for adults from all walks of life. We bring education into the heart of communities, helping people learn whatever they want – from Maths and English to local history. Our courses are created and provided through our regional offices and volunteer-led branches, often in partnership with local community groups and organisations.

We believe learning is for everyone and learning is for life. It helps people feel that anything is possible. It can be life-enhancing and life-changing – improving health, self-confidence and creating positive changes that ripple out from individuals to communities.



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 Job Description	
Job Title:	Support Centre Assistant
Business Unit:	WEA Support Centre
Grade:	6 FTE 1.0
Reports to:	Support Centre Team Lead
Direct reports:	This post has no line management responsibility.
Place of work:	WEA Support Centre (Leeds)
Purpose of the role:	<p><i>All posts at the WEA will support the vision for "A better world - equal, democratic and just; through adult education the WEA challenges and inspires individuals, communities and society."</i></p> <p>The post holder will carry out all aspects of the Association's processing tasks to agreed deadlines and standards. The post holder will also assist with general administration and the implementation and maintenance of information systems and procedures for all types of provision to agreed standards.</p> <p>The post holder will provide an internally and externally facing customer focused service.</p>
KEY AREAS OF RESPONSIBILITY	
<ol style="list-style-type: none"> 1. Responsible for processing documentation and student recruitment using internal and external systems accurately and to agreed deadlines. 2. Advise colleagues on related procedures in line with Association guidelines. 3. Ensure work is in accordance with Association's policies, procedures and those of other funding bodies. 4. Ensure that auditable evidence is maintained. 5. Maintain appropriate processes to meet the administrative needs for all projects and contracts 6. Provide information and advice in line with our IAG framework and to matrix standards. 7. Provide an exemplary standard of customer service through various methods. 8. Support team lead(s) in producing reports or documentation as required. 	




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9. Support regular reviews of related processes and maintain process documentation.
10. Lead on selected area(s) on behalf of the team.
11. Undertake such duties as reasonably requested by your Line Manager.

To be used in conjunction with relevant Person Specification



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 <small>Workers' Educational Association</small>	Person Specification		
Criteria	Essential (✓)	Desirable (✓)	Assessment Method (for recruitment only) A – Application Form I – Interview T - Test
Education & Qualifications			
NVQ2 or demonstrable equivalent experience	✓		A/I
IAG Qualification L3		✓	A/I
Experience			
Experience of working with data	✓		A/I
Experience of working in a customer service role	✓		A/I
Knowledge & Skills			
Good and accurate IT skills (word processing, spreadsheets, database and email). IT literate in MS Office	✓		A/I
Knowledge of or experience in the field of Adult Education		✓	A/I
Knowledge of the Association and/or work in the voluntary sector		✓	A/I
High level of written and oral communication skills	✓		A/I
Quick and accurate data entry skills	✓		A/I
Competencies			
Student and WEA values focused (Level 2)	✓		A/I
Achieves results (Level 2)	✓		A/I
Works collaboratively with others (Level 2)	✓		A/I
Manages self, learning and personal development (Level 2)	✓		A/I
Delivers excellent service (Level 2)	✓		A/I
Additional Requirements			
Comply with all Association's Policies and Procedures e.g. Code of Conduct, Health and Safety and Equality and Diversity Policy	✓		A/I
Be prepared to work flexibly, including shift work.	✓		A/I

To be used in conjunction with relevant Job Description



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Support Centre Assistants

SUMMARY OF CONTRACTUAL TERMS AND CONDITIONS

Location:	Leeds Office												
Salary Scale Grade 6	Range from £17,593 (usual starting salary) to £19,552 per annum												
Hours of Work:	35 hours per week												
Annual Leave:	30 days plus UK bank holidays and the period between Christmas and New Year.												
Pension:	<p>WEA defined contributions pension scheme managed by NOW: Pensions</p> <table><thead><tr><th>You Pay</th><th>WEA Pays</th></tr></thead><tbody><tr><td>2%</td><td>3%</td></tr><tr><td>3%</td><td>4%</td></tr><tr><td>4%</td><td>5%</td></tr><tr><td>5%</td><td>6%</td></tr><tr><td>6%</td><td>7%</td></tr></tbody></table>	You Pay	WEA Pays	2%	3%	3%	4%	4%	5%	5%	6%	6%	7%
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2%	3%												
3%	4%												
4%	5%												
5%	6%												
6%	7%												
Parental Leave:	Generous WEA Parental and Personal Responsibilities Leave												
Other Benefits	<p>Child Care Voucher scheme in operation</p> <p>Season ticket loans available for public transport users</p> <p>Cycle Scheme</p> <p>Employee Assistance Programme</p> <p>Credit Union</p>												