



Job Description

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|-----------------------------|---|------------|-----|
| Job Title: | Education Support Assistant | | |
| Business Unit: | North West | | |
| Grade: | 6 | FTE | 1.0 |
| Reports to: | Management & Governance Officer | | |
| Direct reports: | None | | |
| Place of work: | Manchester | | |
| 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 provide administrative and general support for the development and delivery of locally based adult education provision, member development and volunteer support.</p> <p>The post holder will work closely with Area Education Manager(s), Education Coordinators, Marketing Officers, and a range of stakeholders which are likely to include Association staff, local community organisations, Association branches and volunteers.</p> | | |

KEY AREAS OF RESPONSIBILITY


1. Provide general administrative support to local educational team(s) and voluntary branches and members, including taking specific responsibility for up to a maximum of 3 of the following specialisms:
 - Support on a specific geographical area
 - Lead of day to day building management of a selected location – this includes health and safety and ICT Support for the office location
 - Lead of classroom ICT support of a selected location
 - Support regional volunteer and member development
 - Support regional communications

Note that many specialisms will link in to national networks so training, support and guidance can be provided
2. Support the recruitment of students including initial assessments where applicable.
3. Provide information and advice to students to support identification of most appropriate learning programmes and support available in line with our IAG framework and to matrix standards.
4. Work with relevant internal and external stakeholder groups at a local, regional and national level
5. Arrange and attend educational and volunteer member meetings and events as required.
6. Support the education team at local stakeholder events aimed at raising the profile of the Association.
7. Arrange and attend local events to promote and celebrate student achievement and success stories.
8. Support educational delivery in the classroom.
9. Assist with the production of high quality local publicity using association publicity guidelines and

frameworks.

10. Undertake such other duties as reasonably requested by your line manager.

To be used in conjunction with relevant Person Specification

|  | 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 organising events | ✓ | | A/I |
| Experience of office based administration | ✓ | | A/I |
| Experience of recruiting and engaging students into adult learning programmes | | ✓ | A/I |
| Experience of working with members or volunteers | | ✓ | A/I |
| Experience of using social media as marketing tool | | ✓ | A/I |
| Knowledge & Skills | | | |
| Effective communicator able to enthuse potential students, potential volunteers and members | ✓ | | A/I |
| Good and accurate IT skills (word processing, spreadsheets, database and email). IT literate in MS Office. | ✓ | | A/I |
| High level of written and oral communication skills including presentations and report writing. | ✓ | | 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 |
| 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 the Association's Policies and Procedures, i.e. Code of Conduct, Health and Safety and Equality and Diversity Policy. | ✓ | | A/I |
| Willingness to travel within the UK | ✓ | | A/I |
| Be prepared to work flexibly, including outside of normal office hours. | ✓ | | A/I |

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