



WORK AT SHIPLEY COLLEGE

Part Time Lecturer – Customer Service

Shingley College - Great people, great place!

Hours: Variable Hours

Salary: £20.90ph (£26.52ph inclusive of holiday pay)

Closing Date: Ongoing

Interview Date: To be confirmed

Start Date: ASAP (subject to hours satisfactory pre-employment checks)

We are looking for an enthusiastic individual who is able to inspire young people and adults to develop their skills in customer service. Now more than ever, customer service skills are vital in everyday life and work. A lack of these skills can be a significant barrier to employment and career advancement.

The successful candidate will possess the qualifications, skills, and experience to deliver high quality customer service courses.

Benefits we offer include:	We are looking for someone who:
<ul style="list-style-type: none"> • Enhanced Annual Leave • Pension Schemes • Professional Development opportunities • Access to a free gym on site • Reduced cost train travel* • Access to free onsite car parks • Shopping discounts with discount app <p>*qualifying period applies</p>	<ul style="list-style-type: none"> • A Degree; or professional qualification; which is appropriate to the role • A Professional teaching qualification • Relevant successful teaching or training experience • Experience of working within a post 16 organisation • Level 2 (equivalent) Qualification English Language • L2 (equivalent) Qualification in Maths • Driving Licence (unless exempt due to disability)

How to Apply: Application forms can be obtained from www.shingley.ac.uk. Completed applications should be submitted to jobs@shingley.ac.uk
Please note there may be some flexibility in working patterns.

Employment offers are subject to pre-employment checks, including DBS, references, online checks and the right to work. Shingley College is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff to share this commitment.	The College is actively committed to a policy of equality of opportunity for all through education and therefore encourages applications from all regardless of age, disability, economic status, gender, race, religion and beliefs or sexual orientation.
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Job Description

JOB TITLE	Part Time Lecturer – Customer Service
RESPONSIBLE TO	Head of Department

INTRODUCTION

The following information is provided to assist staff joining the College to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
- Staff should not refuse to undertake work which is not specified on this form, but they should record any additional duties they are required to perform, and these will be taken into account when salaries are reviewed.
- ShIPLEY College is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
- ShIPLEY College is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

OVERALL PURPOSE OF THE JOB

As a Lecturer you will be an outstanding classroom practitioner who consistently demonstrates the highest standards of delivery, is fully committed to raising attainment and acutely aware of the strategies required to achieve the highest standards within your subject area.

As a Lecturer you may from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description at the initial place of work or at other locations in the College catchment area.

DUTIES AND RESPONSIBILITIES

- To provide the highest quality teaching, learning and assessment to learners using the most appropriate and innovative methods, whilst celebrating difference and promoting diversity
- To produce the highest quality learning and assessment materials and assignments and use the most up to date and appropriate resources to support learning and assessment. This will include using online materials to ensure effective teaching and learning takes place in a timely manner.
- To undertake formal assessment of learner achievement and offer clear and timely feedback on progress and opportunities for progression to learners
- To ensure the smooth running of courses, including timely and accurate completion of attendance records, retention and achievement records, end of course information etc.



- To maintain excellent classroom management and discipline whilst observing College regulations
- To have well-developed strategies in place to keep learners safe and to support them to develop their own understanding of the risks in order to keep themselves and others safe
- To carry out a full evaluation of the courses; maintain the course file, support the effective use of satisfaction surveys, complete the course review documentation as required, and act upon recommendations for course improvement as part of the College quality system
- To establish, where appropriate, effective working relationships with examining and accrediting bodies, support correct registration and exam entries for learners on courses.
- To work with Director of Teaching, Learning and Assessment Quality and follow the College's Internal Quality Assurance (IQA) systems for internal verification, external verifier and moderator visits and to undertake Internal Verification duties as required
- To assist the Head of Department and team in the planning and costing of new programmes taking into account curriculum changes, labour market requirements and other relevant factors
- To contribute to curriculum development and establishing a culture of continuous improvement and innovation
- To provide learners with regular reports of progress and offer clear guidance on how to improve performance to reach their potential
- To advise the Head of Department/budget holder on any required equipment and materials
- To maintain a current knowledge of the customer service department, developments in further education and training; the regulations that apply to particular programmes and, where appropriate, industrial and commercial trends that may relate to education and training. To attend and take part in the College's half termly Quality Improvement (QI) days as part of this process.
- To attend Course Team, Department and College meetings and external meetings appropriate to the post
- To represent the College on appropriate and agreed public occasions, such as recruitment events, and to promote the best interests of the institution by creating a positive impression of the College in the minds of potential clients
- To contribute to the marketing and promotion of courses in the Department

GENERAL

- To demonstrate a positive commitment to the implementation of the College's Equality Diversity and Inclusion Policy and the maintenance of a culture of continuous quality improvement, assurance and innovation.
- To be aware of the responsibilities under the provision of the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations (COSHH) in terms of the post holder's own safety and the effects of their actions on colleagues, students and visitors.
- To be responsible for safeguarding and promoting the welfare of young learners and vulnerable adults, the post-holder is responsible for or comes into contact with.
- To undertake mandatory training and staff development/CPD training as required by the nature of this post and the range of duties described within this job description.
- To use IT as designated appropriate to the nature of the role.
- To act in accordance with the College's expectations as set out in the Staff Code of Conduct and contract of employment.
- To undertake such other duties commensurate with the grade of the post as may reasonably be required.



Please ensure that you address in turn, each of these criteria in your application by providing evidence of how you meet the relevant criteria

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
A Degree or professional qualification which is appropriate to the role/work	✓	
Hold or be prepared to work towards Level 2 Literacy and Numeracy (or equivalent) <i>(If working towards this must be started in the first year of employment and completed by the end of year 2)</i>	✓	
A Teaching Qualification*	✓	
Knowledge and experience of current teaching and learning strategies	✓	
Experience of teaching customer service in an FE context		✓
Competence in IT	✓	
Highly Motivated	✓	
Excellent Organisational Skills	✓	
Excellent Interpersonal Skills	✓	
Ability to work as part of a team	✓	
Excellent Communication Skills	✓	
Ability to work under pressure	✓	
Willingness to work to a flexible attendance pattern, including evenings	✓	
Setting and achieving high standards for yourself and your learners	✓	
Driving Licence and access to own car (unless exempt due to disability)	✓	
Knowledge and experience of Equality, Diversity and Safeguarding	✓	
Knowledge and experience of the PREVENT agenda		✓
Knowledge and experience of additional educational needs		✓
Knowledge of current developments within customer service teaching		✓

N.B.*A Level 3 Award in Education and Training within the first year of appointment and a full teaching qualification must be achieved within 5 year



Message from the Principal



Shipley College is a wonderful place to start (or to continue) your career and we are delighted that you are considering completing an application for a post with us.

Shipley College is a small, friendly place that really cares about every person that comes through the door and we pride ourselves on giving every student the individual

support they deserve.

Situated in the UNESCO World Heritage Site of Saltaire, it is a great place to study and easy to get to by bus, train and car.

Our practical, vocational and work-related courses include Apprenticeships, full-time and part-time courses across a range of Departments. I am delighted that our Student Survey results and employer feedback continue to be extremely positive as we provide a fantastic learning environment for all our students.

We have a fabulous team of colleagues who give up an extraordinary amount of time to support their students and their fellow members of staff. The dedication and attention to quality they exhibit is what makes our College so successful. I am proud of the commitment and hard work of all the college's staff, students and governors and pleased that this has been recognised by Ofsted in our latest inspection.

If you meet the criteria of the post advertised and feel that you would enjoy working here, we hope you will make an application to join us.

We do ask that you accept, in the interests of economy, that if you have not heard from us by the interview date that you will not have been selected for interview on this occasion

Diana Bird
Principal

Shipley College Mission Statement

To provide the highest quality, inspirational education and training that meets and exceeds the ambitions of individuals, businesses and communities.

OUR CORE VALUES

Inspirational Culture of Collaboration and Partnership: A team working closely with our stakeholders in a spirit of trust and integrity

Aspiration, Professionalism and Achievement: Striving for excellence in a safe, sustainable environment, while supporting all students to achieve their personal best and to progress to their next steps in work and life

Responsiveness: Meeting the needs and exceeding the expectations of students and employers, both locally and regionally, responding to government initiatives and our local community

Equality and Respect: Celebrating the diversity and inclusion of our students and staff

