

SEFTON METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Economic Growth & Housing	Location:	Any location within the Borough
Department:	Employment & Learning	Post No.	
Section:	Sefton Community Learning	JE No:	A5092
Post:	Support Team Supervisor (Reception & Administration)	Grade:	G

Responsible to: Assistant Manager

Responsible for: Administration Team

JOB PURPOSE

Responsible for overseeing administrative, customer service, and front of house services for Sefton Community Learning Service, supervising a team of two, prioritising workloads, coordinating and sampling administrative/reception activities, and supporting the Sefton Community Learning Service Senior Leadership Team (SMT) to ensure quality standards are met.

To assist the SMT to ensure the service maximises income by evidencing learner eligibility; by ensuring timely and accurate inputting of all relevant documentation, including the monitoring, and recording of financial activities to meet a variety of externally funded grant compliance regulations.

Supervising and coordinating work activities for administrative/ reception staff including volunteers within the Sefton Community Learning Service and identifying training needs when necessary.

Identifying and implementing continuous quality improvement for the 'first point of contact' process and contributing towards the setting and monitoring of standards for the Sefton Community Learning Service.

RESPONSIBILITIES

1. To supervise, organise and co-ordinate the administrative, frontline customer service and information management function of the service, including responsibility for prioritising workloads, sampling workstreams to ensure compliance and consistency related to tasks according to need, reporting on performance quality team, MI Office and SMT.
2. To ensure that all customer facing areas such as reception waiting area, classrooms and meeting spaces are presentable, always prepared and equipped for use. This includes maintaining clerical and digital promotional displays to ensure they are up to date with current and correct information.
3. To support the SMT to co-ordinate onsite and outreach activities; ensuring the appropriate equipment, documentation and resources are deployed for activities.
4. To manage, supervise and take part in general day-to-day office administration/reception duties, as assigned by SMT. Ensuring a warm welcome to all presenting at reception.

5. To maintain robust and accurate learner records and evidence in line with programme guidance and compliance.
6. To be responsible for tracking learner progression and participation, achievements, and satisfaction, using a variety of different methods; providing feedback and reports to SMT.
7. To devise and implement agreed systems to record and monitor registration and learning activities to meet contractual obligations and targets set by SMT and in line with Ofsted, Awarding Bodies, GDPR and Matrix Quality Standards.
8. To ensure a thorough understanding of current funding and eligibility criteria is maintained and disseminated to staff, including updating processes and systems once agreed or supply by SMT.
9. To assist the SMT to maximise income by complying with and adhering to all funding eligibility guidelines by completing eligibility checks; sighting evidence, taking payments ordering stock
10. To raise awareness of the service and undertake engagement activities to generate new referrals and starts from partner organisations across the borough.
11. To monitor, share and response to Sefton Community Service mailbox, including the creation and implementation of a referral/ network directory.
12. To supervise and support staff and volunteer or work placement, providing individual support as required on issues such as attendance, time keeping, holiday and absenteeism cover as appropriate.
13. Responsible for ensuring that the Team collect learner information data accurately, monitoring and sampling this at regular intervals.
14. To keep SMT informed through regular reviews and PDRs of any training needs identified for the team, including mandatory training, TERMS, and any other Management Information system used by the service.
15. Responsible for taking and distributing SMT, Governance and other Team Meeting minutes.
16. Financial responsibility including ordering, stock, raising order, paying invoices, reconciliation of petty cash including reimbursement of learner support to learners.

LEADERSHIP

Must demonstrate the following leadership competencies:

Work corporately as well as collaboratively with partners.

Communicate effectively.

Focus on excellence.

Develop self and others.

Personal resilience.

BEHAVIOURS

Must demonstrate the following behaviours:

Provide support with a view to improving quality.

Provide appropriate and constructive challenge.
Support a culture that looks for understanding and solutions.
Visibly and positively respect and value staff.
Communicate a consistent and clear message throughout the Council and with partners.
Respect, listen to and value others' views.
Maintain a customer focus with a relentless pursuit of achieving targeted outcomes.
Have collective integrity and responsibility.
Endeavour to improve outcomes for the communities of Sefton.
To ensure the provision of services within an equality's framework.

PERSONAL MANAGEMENT

The postholder will:

Take responsibility for personal professional development and undertaken any necessary training associated with the post.

Understand and comply with the Council's policies on equal opportunities, data protection, the environment, health, and safety.

Understand and comply with professional standards and ethics.

GENERAL:

This job description is a representative document. Other similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

A flexitime scheme is currently in operation.

Work outside normal office hours may be required.

The post holder must ensure that confidentiality of all information is maintained and that working practices comply with the provision of the Data Protection Act 1998 and General Data Protection Regulations (May 2018).

The post is customer-facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations, or equipment to allow them to perform all the duties of the job.

Prepared by:

Name Lisa Grimes

<u>Designation</u>	Community Learning Manager
<u>Date</u>	17/06/2025

PERSON SPECIFICATION

Post: Support Team Supervisor

Directorate: Economic Growth & Housing

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u>		
Minimum NVQ Level 2 Business Administration / Information, Advice & Guidance	E	AF/C/I
Willing to commit to personal development by taking part in training opportunities to enhance skills	E	A/I
<u>Experience (All appropriate to the level of the post)</u>		
Experience of supervising staff	E	A/I
Experience of dealing with challenging behaviours as first point of contact with the ability to deescalate when required.	E	A/I
Experience of working in a busy reception environment whilst meeting demanding deadlines.	D	A/I
Experience of maintaining accurate client records and auditable evidence to ensure all outcomes are compliant and claimable.	E	A/I
Experience of using a range of communication methods to engage with Leaders, Managers, partners, and learners inc. face-to-face, electronically, over the telephone and virtual conferencing calls.	E	A/I
Experience of managing a petty cash float and reconciling returns.	E	A/I
<u>Ability, Skills & Knowledge</u>		
Effective communication and interpersonal skills and the ability to adapt personal style to meet the needs of the audience.	E	A/I
Ability to supervise, organise and co-ordinate the administrative, frontline customer service and information management function of the service, including responsibility for prioritising workloads and deployment of Support Team staff	E	A/I
Ability to plan, prioritise, manage, and develop workflow activities within a front of house / reception environments	E	A/I
Ability to take decisions, responsibility, and motivate staff.	E	A/I
Ability to spot check, monitoring and compliance check, systems, and process to ensure eligibility and consistency of recorded and inputted information.		A/I
Ability to work unsupervised and use own initiative and respond to requests and changing priorities quickly.	E	A/I
Ability to analyse complex issues and adopt a creative approach to problem solving and service delivery in challenging circumstances and with competing priorities.	E	A/I

Ability to work in partnership at all levels, including negotiating, communicating and joint working with internal/external organisations to achieve outcomes.	E	A/I
Ability to operate effectively with a high volume and at times, highly sensitive workload.	E	A/I
Knowledge of training, learning and employment opportunities available in Sefton and the wider LCR area.	D	A/I
Excellent organisational skills to allow you to prioritise your own work and that of the Support Team.	E	A/I
Knowledge of multiple contract requirements including funding and eligibility criteria including private and public funding streams	E	A/I
Ability to learn new skills and adapt quickly imparting relevant information to the wider team and ensure understanding has been achieved.	E	A/I
IT literate with knowledge of a range of software packages inc. Microsoft Word, Excel, Outlook, Teams, Internet, and Case Management Systems.	E	A/I

<u>Personal Style and Behaviour</u>		
1. Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of service users.	E	AF/I
2. The ability to respond to constructive challenge and not be discouraged. Motivated and enthusiastic.	E	AF/I
3. An initiative-taking approach to promoting and maintaining a positive attitude on a busy client focussed reception area.	E	A/I
4. An inclusive team worker who fosters partnerships, works collaboratively across boundaries, and achieves results through others. Demonstrates and promotes openness, trust, and respect.	E	AF/I
5. A commitment to continually develop and update knowledge.	E	AF/I
6. A desire to encourage effective working relations.	E	AF/I

Prepared by:
Name Lisa Grimes
Designation Community Learning Manager
Date 17/06/2025

AF – Application Form
C - Certificate
I - Interview
P - Presentation
T - Test