



JOB DESCRIPTION

JOB TITLE:	Part-time Programmes Advisor
Location:	Aberdeen City Campus
Grade:	Grade 4
Line Manager:	ESOL CM
Appraiser:	ESOL CM

Main Function:

To promote and support NESCol's part-time training portfolio, including pre-entry guidance, funding and referral information to all candidates to ensure efficient sign-up and ongoing support throughout programme delivery.

Main Duties - Generic

1. To implement College policies, particularly those relating to equality and diversity.
2. To implement Health and Safety and security measures in accordance with statutory and College requirements.
3. To develop effective working relationships internally and, where appropriate, with external partners.
4. To support effective quality assurance and quality improvement arrangements in the area of responsibility and constantly seek to identify and adopt best practice approaches
5. To participate in team and departmental meetings.
6. To participate in the College's staff appraisal/performance management scheme and professional development arrangements
7. To comply with the College Data Protection Policy when handling personal data in the course of employment, including personal data relating to any employee, worker, contractor, student, customer, client, supplier or agent of the College.
8. To comply with the College's IT Security Policy, Acceptable Use Policy and other relevant data policies and procedures including the Data Retention/ Destruction Procedure

Main Duties – Specific

1. Dealing with part-time and full-time ESOL course enquiries to the highest possible standards of customer care, to both internal and external clients via telephone, email, online, in person and mail in a courteous and pleasant manner. Ensuring all enquiries are recorded accurately in College systems.

2. Providing efficient and effective admissions into all College courses/ programmes, ensuring that all applications and associated documents are processed within the agreed service standards.
3. Providing accurate, relevant and current information, pre-entry guidance, funding and course/programmes details to customers using the college's intranet and information systems. Referring queries to the relevant member of College staff or external body as required.
4. Support the arrangement for ESOL provisions, such as booking accommodation and travel for community based courses.
5. Providing meet and greet services for Part-time ESOL / Community Learning courses in College and off campus as required.
6. Assisting with setting up for interviews and testing of new applicants
7. Assisting applicants applying for funding, and managing any NESCol supported funds (where applicable) and uploading evidence documents required to complete funding applications.
8. Recording accurately all part-time bookings, ensuring payments and fee waiver evidence comply with College and audit procedures and student records are updated accordingly.
9. Reconciling the banking and preparing the paperwork for the Business Office and Student Records.
10. Processing personal data and special data in accordance with General Data Protection Regulations.
11. Transcribing and following-up voicemail messages and responding to emails within set service standards.
12. Ensuring knowledge of College provision and College structure is kept up to date.
13. Working flexibly to meet the needs of funded ESOL course provision.

Note

This list of duties is not intended to be exhaustive but simply highlights a number of the major tasks of the post. The postholder may be required to undertake additional duties which might reasonably be expected of him/her and which form part of the function of the post.

June 2026

PERSON SPECIFICATION

*(criteria marked * are desirable, all others are essential)*

QUALIFICATIONS

1. *HNC in Business related, Administration or Information Technology subject (or equivalent) (SCQF Level 7) or equivalent administration experience
2. Standard Grade (or equivalent) in English and Maths.
3. *Advanced ECDL/ICDL Level 3 (including mail merge and using formulas in spreadsheets)

EXPERIENCE AND KNOWLEDGE

1. Experience of working in a customer care and office based environment.
2. Experience of Windows based computer packages.
3. Experience of working with others from a different culture to own
4. Experience of independently managing a varied workload.
5. Experience of effectively organising and prioritising workload to meet deadlines.
6. Experience of operating within formalised procedures and policies.
7. Experience of collating and presenting statistical or financial data.
8. Experience of working effectively without close supervision.
9. *Experience of working as part of a team within a large organisation.
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SKILLS

1. Communication skills.
2. Organisational skills.
3. Interpersonal skills.
4. Keyboard/computer skills.
5. Clerical/admin skills.
6. Problem solving

PERSONAL QUALITIES

1. Pleasant manner face to face, on the phone and through email.

2. Positive attitude.
3. Flexible approach to work.
4. Ability to project warmth and interest in others.
5. Smart and well presented.
6. Ability to work and remain calm under pressure.
7. Ability to maintain confidentiality.
8. Ability to work independently as well as part of a team.

ADDITIONAL REQUIREMENTS

1. Commitment to College values and equal opportunities
2. Able to travel between College sites on a regular basis
3. Ability to work as needed to meet the demands of the post

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