

## Work Experience Coordinator (WEx Coord.)

### Key Purpose of the Role

To source and administer work experience placements and support the Work Experience Lead to provide an exceptional service.

The WEx Coord. will contribute to the Prospect Trust's (TPT) strategic objectives by undertaking the following specific responsibilities. What follows is not intended to be an exhaustive or definitive list; other duties may be required as necessary.

### Key Responsibilities

1. To be a first point of contact and provide a professional, customer focused service to client coordinators and, when required, their respective students seeking/attending work experience placements
2. Endeavour to resolve enquiries at the first point of contact, and escalate complex enquiries to relevant team members as appropriate
3. Administer health & safety/risk assessment check schedules for work based learning and volunteering placements, ensuring:
  - a. visit to placements carried out prior to first use
  - b. yearly re-visits for high risk placements
  - c. two yearly re-visits for medium risk placements
  - d. three yearly review of low risk placements
4. Direct the work of, and line manage the Safeguarding WEx Support
5. Ensure all necessary placement documentation is prepared, distributed, returned, and filed as necessary, ensuring confidentiality of data
6. Produce accurate and timely invoices and record payments as required
7. Be an effective member of the TPT Careers Service team, carrying out day to day office tasks such as but not limited to:
  - a. answering telephones, dealing with general queries
  - b. maintaining database systems, in accordance with current General Data Protection Regulation legislation
  - c. updating website pages and general resources
8. Any other reasonable duties that may be required to support the effective delivery of the TPT Careers Service team objectives

9. Complying with Trust policies (including those of the constituent academies) and procedures as appropriate including those relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and the General Data Protection Regulation (GDPR) requirements with concerns reported as per the relevant policy

**Line Manager:** WEx Lead

**Line Manager to:** Safeguarding WEx Support

## **Person Specification**

### **Qualifications**

- A good standard of general education to A Level or equivalent

### **Significant and proven experience in the following areas:**

1. Providing first line, customer focused service
2. Managing multiple tasks with conflicting priorities and timescales
3. Building positive working relationships with multiple customers and colleagues
4. Accurately maintaining and monitoring information

### **Desirable:**

- Employment within an educational setting
- Experience of people management

### **Personal Qualities and Skills**

1. Strong interpersonal and communication skills with the ability to engage with employers, teachers, students and their families
2. Ability to build rapport with others in order to foster positive working relationships
3. Ability to prioritise conflicting demands in order to meet deadlines
4. A 'can do' attitude
5. Ability to work independently and as part of a busy, diverse, customer facing team
6. Resilient, calm and able to work under pressure
7. High professional standards and personal integrity in order to maintain confidentiality
8. Strong IT skills, particularly Microsoft office, social media and Google platforms.

### **Desirable**

- Experience in production of marketing materials/use of DTP
- A current clean driving licence and access to a vehicle for work purposes.