

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Leeds City College
Core Job Role:	
Job Title:	Service Support Assistant
Reports to:	Service Support Manager
Grade	A
Date of compilation:	December 2019

SPECIFIC ROLE RESPONSIBILITIES:

- Support the Service Support Manager in all aspects, ensuring the support service is delivered effectively across the department and delivery sites in line with curriculum requirements and provide a high level of customer service support to all LCC stakeholders on a day-to-day basis.
- Effective implementation of all systems and processes to support the delivery of high-quality learning programmes at site(s) with specialist vocational delivery within the area of responsibility.
- To maintain a smooth operation of salons, dispensary and reception areas.
- To assess students on reception and sales and services units as and when required.

CORE RESPONSIBILITIES:

- To accept delivery of goods and materials, to assist in maintaining incoming stock records, and store supplies at designated site.
- To assist in maintain a stock inventory and carry out stock audits as identified by the Service Support Manager.
- To assist in maintaining a system of stock control and product pricing as directed by the Service Support Manager.
- To assist in ordering stock in accordance with financial regulations as directed by the Service Support Manager.
- To implement planned duty rotas as directed by the Service Support Manager.

- To organise and oversee with appropriate persons for repairs and maintenance of facilities and equipment as required.
- To demonstrate health and safety practices and support with risk assessments on facilities and equipment used and COSHH reports for all products purchased.
- To collect and receipt all monies in relation to salon services and sales in accordance with College financial regulations and provide a banking service for any monies taken during salon sessions.
- To prepare, clean, check and dispense all equipment for use by staff and students, ensuring the safe storage and security of all equipment and products.
- To ensure that salons, classrooms, resource rooms and dispensary are safe, clean and tidy.
- To support teaching staff to review and facilitate continuous product, materials and technical support during teaching sessions by ensuring that equipment and materials are changed/replenished as required.
- To facilitate/attend and contribute to all appropriate team meetings, open evenings etc.
- To provide a high level of customer service to all LCC stakeholders.
- To assess learners as required within the Hair and Beauty Salon/Reception areas as directed by the Service Support Manager/HoD/DHoD.
- To oversee student work experience activity in work areas e.g. dispensary/reception to ensure compliance and safe working practices.
- To assemble and facilitate the use of equipment within the capability of post.
- To oversee and contribute to the maintenance of an efficient laundry service and recording of laundry servicing for other departments.
- To ensure the effective operation of the salon reception area including liaison with teaching colleagues to ensure the availability of models as required.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Service Support Assistant
Department	School of Hair, Beauty and Media Makeup

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Level 2 Literacy and Numeracy or equivalent	A / C
E	Q2. Educated to Level 2 within one of the technical areas.	A / C
E	Q3. Assessor Award or willing to work towards	A / C
D	Q4. First Aid Qualification.	A / C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of working within the hair and beauty industry.	A / I
E	EK2. Experience of working as part of a team	A / I
E	EK3. Experience of providing an effective service support.	A / I

E	EK4. Experience of implementing effective Health and Safety policy and practice.	A / I
Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Ability to work and communicate effectively with management, staff, students and clients.	A / I
E	SC2. To be flexible with ability to prioritise and schedule workloads.	A / I
E	SC3. Excellent organisational and coordination skills.	A / I
E	SC4. To use, maintain and demonstrate equipment and materials in the area.	A / I
E	SC5. Good IT skills.	A / I
E	SC6. Assess students on reception units.	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I