

**Job Description**

**Post Title:** Gateway Officer AA3846

**Evaluation:** 410 Points **Grade:** N4

**Responsible to:** Gateway Supervisor

**Responsible for:** N/A

**Job Purpose:** To provide customer facing IAG and Enrolment services in the Newcastle City Learning Service across the City.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 To respond to customer enquiries, delivering and promoting the services required.
- 2 To deliver IAG and enrolment related activities to customers.
- 3 To identify, analyse, select and implement the best solution to resolve customers' problems. To process customer enquiries, requests and complaints in accordance with corporate procedures and SFA policies and procedures.
- 4 To provide advice and guidance in relation to established internal policies and procedures.
- 5 To support members of the community in their use of the public ICT facilities and to assist with online enrolment.
- 6 To liaise and ensure effective working relationships internally and externally with organisations in the delivery of NCL services.
- 7 To handle and reconcile cash, cheque and card payments in accordance with the Council's financial regulations.
- 8 To contribute to the setting and monitoring of personal and divisional performance targets and standards, including the input of Data and collation of Data to ensure the most efficient and effective use of resources.
- 9 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
- 10 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.