
YEOVIL COLLEGE – JOB DESCRIPTION

Job Title:	I-zone Expert
Department:	I-zone
Responsible to:	I-zone Manager
Hours:	37 hours per week, all year round Operational coverage from 8:15am – 6:15pm on a rota
Salary:	£ 26,129 [YC 6.1]
Date of Issue:	September 2026

1. Job Purpose

To provide outstanding customer service both externally to our learners/parents and stakeholders and internally to our curriculum colleagues. Support the learner journey by processing their application and enrolment and providing accurate timetables and registers throughout their journey. Support curriculum colleagues by providing data where required and responding to their requests in a timely manner. Provide a 'one-stop' service to cater for the needs of all of our customers, ensuring that the desired outcome is achieved. Provide funding advice and support the submission of the ILR to maximise funding opportunities across all funding streams. Ensure accurate data is recorded and submitted to ensure compliance with funding rules. Provide financial support through our bursary schemes by identifying the learners' financial needs and processing their bursary applications to help the learners access their studies. Undertake general reception duties.

To work seamlessly and collaboratively as part of a high-quality single I-zone function, proactively undertaking a range of data and business support duties to an exceptionally high standard to support all customers, prospective learners, on-programme learners and curriculum colleagues.

Support learners throughout their learning journey by processing applications, conducting learner interviews to provide high-quality Information, Advice and Guidance (IAG), and facilitating enrolment processes across multiple funding streams, ensuring compliance and a positive learner experience

To provide an outstanding service to learners, staff and other stakeholders.

To actively engage in developing and promoting the department's operational plan

To actively engage with achieving the College's strategic aims and development plans

To actively promote equality, diversity and fundamental British Values in all aspects of the role.

2. Key Roles & Accountabilities

- To advise and support all enquiries in line with established procedures, be proactive in developing new ways of working to meet changing needs.
- To deliver an effective and inclusive admissions service to all current and potential stakeholders of the College including cross-curriculum transferring of students and referrals to outside agencies such as Somerset Works and National Careers Service.
- To keep up to date with funding regulations provide learners/curriculum with accurate funding information in accordance with the funding agency(ies) funding guidance.
- Arrange interviews for curriculum areas and record the outcomes of the referrals electronically.
- Ensure comprehensive data input and compliance that will allow accurate data returns to funding bodies
- Updating of learners' course offer and providing a post-offer service, including providing advice regarding travel, including special transport & YC buses, financial support and maximising the learners' desire to join Yeovil College.
- Bursary – Processing of Bursary applications and gathering of evidence to support their application. Monitoring their claim throughout the academic year to ensure we are meeting the learners' financial requirements.
- Working knowledge of college financial systems and processes, including Wisepay, POs, and bursaries, to process transactions and advise customers.
- Administration of advanced learner loans, including confirmation of attendance.
- Working proactively with curriculum teams to manage the effective and timely ordering of any materials/clothing/kits within college procurement rules/processes
- Processing of 'change requests' submitted by curriculum to ensure accurate data/timetables/registers etc
- Actively support curriculum managers and teams with timetable input/updates.
- Room bookings – processing of internal room bookings
- To take an active role in attendance monitoring – Monitoring of learners' attendance and liaising with learners/parents to help improve learner attendance, providing intervention where required.
- Supporting the disciplinary process – arrangement of meetings, communication, etc.
- To be instrumental in the collection, maintenance and reporting of learner management information.
- Data input/validation – Inputting of data and validation of data entered, including DSATs.
- Actively improve the accessibility, understanding and access of data for the CAM areas.
- To work proactively and efficiently to support the development of data collection, data maintenance and data tools to support the visibility and use of our data systems.
- Communications – issuing cross-college bulk communications when required in collaboration with Systems and Report Developers.
- Carrying out ad-hoc outbound calls as required.
- To contribute and support with the internal progression of our learners, helping learners to reach their desired destinations and encouraging progression within Yeovil College.
- Course information – maintenance of full course details, entry criteria etc., website availability
- General reception duties including incoming and outgoing post, visitor parking, issuing of learner/visitor ID badges and lanyards and operation of main college switchboard.
- Responsibility for ensuring all visitors arriving at reception are admitted/signed in according to the college's safeguarding protocols and when in reception area are monitored from a safeguarding perspective.

- To be instrumental in assisting the I-zone Manager with the arrangements for events and take part in events.
- Assist with the monitoring and evaluation of the I-zone through the compilation of qualitative and quantitative data as required.
- Administrative support for the Schools & Partnership provision

GENERAL DUTIES

- Actively promote and market the College and present a positive image of the College and its activities both within and outside the College environment.
- Ensure the quality standards and performance measures applying to the work of the section are met and facilitate continuous improvements in all aspects of the post.
- Undergo any self-development and training as necessary for success in the role.
- Carry out any duties at all times in accordance with the College's policies including Equality and Diversity and Health and Safety Policies.
- Incorporate into the role the philosophy, values and behaviour stated in the College mission and Strategic plan.
- Be aware of and maintain within the College the College's approach to security and discipline.
- Undertake any other responsibilities commensurate with the grade of the post, which the Principal or their senior management representative may from time to time require.

3. Other Duties

The Post Holder may be required to perform duties other than those given in the Job Description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post will be eligible for re-evaluation.

To participate in the College appraisal system and take responsibility for your own personal development.

4. Health and Safety

The post holder will agree, as part of the contract of employment, to comply with their duties under the Health and Safety at Work Act 1974, and any Health and Safety Regulations issued under the Act, and to cooperate with the College to enable it to carry out its health and safety duties under the Act. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, may lead to disciplinary action.

5. Equal Opportunities

All staff have a responsibility to treat others with fairness, equality and respect in accordance with legislation, the College's equality and diversity policy and the College's Core Values.

Yeovil College wholeheartedly supports the principles of equality and diversity and opposes all forms of unlawful or unfair discrimination on the grounds of race, ethnic or national origin, gender, gender re-assignment, disability, sexual orientation, religion or belief, age, marital status, family responsibility, pregnancy or maternity, trade union activity or unrelated criminal convictions.

All employees of the College have a responsibility for behaving and acting in a way that supports this policy and procedure and promotes equality and diversity as well as fundamental British values in all aspects of their work.

6. Safeguarding

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term 'safeguarding children and young people' embraces both child protection and a preventative approach to keeping young people safe. 'Safeguarding' therefore encompasses learner health and safety, bullying, meeting the medical needs of those with medical conditions, providing first aid, security, support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College and safeguarding is everyone responsibility.

Yeovil College – Person Specification

Post: I-Zone Expert

	Essential	Desirable
Previous Experience	• Providing outstanding support to reach desired outcomes. • Demonstrable Recent experience as an administrator or office-based role and/or customer service experience • Experience of working in a fast paced environment • Experience of maintaining data in complex systems and being able to effectively access and use that data • Understanding of, and demonstrable commitment to, Safeguarding Children and Young People (Every Child Matters) and Vulnerable Adults.	• Experience of providing information and offering advice in Further Education or similar setting.
Qualifications	• Good general education at least to 5 GCSE's (A-C) level or equivalent, including English and Maths. • Level 3 Customer Service or Business Administration qualification or substantial experience and a willingness to work towards a qualification.	
Special Skills/Aptitudes	• Excellent IT skills demonstrating a competence in IT systems including core college information system and ability to provide data when required. • Accurate data entry skills. • Ability to use own initiative • Demonstrates an understanding of data protection regulations • Able to work with tact and diplomacy, maintaining confidentiality at all times • Ability to problem solve. • To work as a team player with flexibility and adaptability.	• Experience of Office 365, use of Teams and other applications • Intermediate/Advanced IT skills from Microsoft package - including outlook, word and excel. • Understanding of MIS System.

	• Ability to demonstrate values and behaviours suitable to work with children and young people. • Demonstrable commitment to Equality and Diversity, Child Protection, Safeguarding and Prevent showing a desire to challenge inequality and promote diversity and adhere to College Policies and Procedures. • Customer service – ability to demonstrate a ‘can do’ attitude	
Personal Attributes	• Ability to communicate across a wide platform of customers, always maintaining a professional approach. • Ability to retain key information and respond to updates in funding rules and guidance. • Ability to manage time effectively and prioritise key tasks with a minimum of supervision to achieve shared objectives. • To work within a team supporting colleagues when required. • Able to demonstrate being positive and solution focussed. • Good level of self-motivation • Demonstrates a strong work ethic • Ability to always present a professional image. • Adaptable and a fast learner. • Able to work with a minimum of supervision.	
General	• Committed to working on a rota basis to support 2 late shifts a month, this will be on the reception desk 5pm to 6.15pm. • Committed to supporting up to 5 evening events on a rota basis as a requirement of your role for example twilights as well as other events. • Able to work occasional additional evenings or weekends as required. • Flexibility to do an 8.15am start if required.	
Ability to demonstrate the College values	• Aspirational – High ambition, expectation, and effort. • Collaborative – In it together.	

	• Exceptional –Innovative and enterprising. • Team YC – Doing amazing things.	
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Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills or experience required could be achieved through relevant training which the College is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidates' ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children and vulnerable adults. The candidates will also be tested with regards their openness to diversity.

Employment Checks

The appointment is subject to Yeovil College obtaining medical, Disclosure and Barring Services clearances, evidence to show you are legally entitled to work in the UK (under the Immigration, Asylum and Nationality Act 2006) and employment references satisfactory to us and evidence of relevant qualifications to the post.

Please note that if the above clearances and references are not consistent with the information provided by you then your offer of employment may be withdrawn.

Please be aware that this post requires an Enhanced DBS check based on the specific duties of the position.

The Police Act 1997 provides a statutory basis for certain criminal record checks to be used by establishments, to safeguard children and vulnerable adults to provide information on anyone seeking to engage in activities with children and young people which are exceptions to the Rehabilitation of Offenders Act 1974. Working at the College could involve substantial access to young people or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974. **You must therefore disclose any cautions, convictions or pending prosecutions you may have, even if they would otherwise be regarded as 'spent' under this Act.**

A conviction will not necessarily be a bar to employment at Yeovil College. Ask a member of HR for our 'statement on the recruitment of ex offenders'.

In performing our registered body duties, the College follows the Disclosure and Barring Service code of practice, and our Disclosure & Barring Service Handling Policy. Both these documents are available upon request from the HR team. The DBS Code of Practice can also be found here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/474742/Code_of_Practice_for_Disclosure_and_Barring_Service_Nov_15.pdf