COMMUNITY SUPPORT ASSISTANT
DARTINGTON / SCHUMACHER COLLEGE

Providing excellent customer service and operational support for the smooth running of Schumacher College

SOME OF THE MAIN THINGS YOU’LL BE DOING:

• Giving excellent Customer Service Support to our Students, visiting Tutors, Short Course participants.
• Providing liaison support for room booking, ICT, maintenance, and security.
• Caring for our College spaces and teaching rooms, making sure rooms are kept to a high standard and continuously fit for purpose and our equipment is maintained and kept in good working order.
• Health and Safety support, being a point of contact in emergencies, first aid situations and dealing with unforeseen challenges as they arise.
• Logistically plan and organise the management of all cleaning duties across the campus in coordination with Hospitality team.
• Technical and logistical support to any/all course programmes, visiting tutors and generally providing a high quality of service to all visitors.
• The role requires a flexible schedule and will include some weekend/evening duties.
• This list can never be exhaustive but covers most of the work you’ll be doing. What it can’t replace is talent, initiative and a commitment to delivering great customer service with genuine care in a transformative learning environment.

ROLE DETAILS:

DEPARTMENT: Schumacher College
REPORTING TO: Community Learning Coordinator, Schumacher College

WHAT YOU WILL BRING:
In-depth knowledge of Schumacher College ethos, values and principles
Experience working in a similar learning community environment
Ability to provide outstanding support to students and participants from an international background
Excellent disposition and willingness to meet students and participants expectations
Up to date training of GDPR compliance
Ability to respond in a calm and timely manner when responding to unexpected situations
Attention to detail
Excellent customer service skills.
The ability to work openly and collaboratively with others to ensure we make things happen
Experience of Health and Safety in a Facilities setting and first aid training
Experience in leading others
An openness and optimism for change
Commitment to work hard and act in Dartington’s best interests at all times