

ONBOARDING LEAD

Job Specification

Salary:	Scale 6 (£29,226 - £31,139 per annum)
Working Hours:	37 hours per week, all year round
Area:	Future Skills & Growth
Reporting to:	Customer Insight Manager
Location:	Taunton College
Closing date:	6 January 2026

Job Purpose

To lead the employer and learner onboarding function for UCS College Group, ensuring every partnership starts with a seamless, professional and high-quality experience. The postholder will oversee the full onboarding process across Apprenticeships and other training programmes, ensuring all administrative, compliance and customer service standards are consistently met.

The Onboarding Lead will manage and motivate a team of Onboarding Coordinators, embedding efficient systems, clear processes and a customer-focused culture that reflects the Group's commitment to excellence. They will work closely with curriculum, compliance and operations teams to ensure all onboarding activities are accurate, timely and aligned with funding and delivery requirements.

Working collaboratively with the Customer Insight Manager, the postholder will also contribute to the ongoing development of onboarding systems and digital tools, helping to automate and enhance processes through CRM and data-driven insight.

This role is ideal for a detail-focused, proactive professional who thrives on process improvement, customer experience, and team development.

Job Responsibilities

Lead and coordinate the end-to-end onboarding process for all new employer and learner engagements across the Group's skills provision.

Manage, coach, and develop the Onboarding Coordinator team to deliver a consistent, high-quality and customer-focused service.
Ensure compliance with all internal procedures, funding rules, and audit requirements throughout the onboarding process.
Oversee the accuracy and timeliness of all onboarding documentation, working with curriculum and compliance teams to resolve issues.
Monitor team performance against agreed KPIs, ensuring onboarding targets, turnaround times, and quality measures are met.
Identify and implement process improvements to enhance efficiency, accuracy, and customer experience.
Collaborate with the Customer Insight Manager on CRM development, supporting system updates, automation, and data capture improvements.
Act as the first point of escalation for onboarding queries or issues, ensuring swift resolution and effective communication with internal stakeholders.
Contribute to wider projects and initiatives that enhance the Group's onboarding and customer journey.
Other responsibilities
Comply with all UCS College Group policies including safeguarding, equality and diversity, and health & safety.
Support the induction and training of new staff, ensuring consistency in process knowledge and customer service standards.
Support the wider Future Skills & Growth Team with events, employer engagement activities, and customer communications as needed.
Any other responsibilities commensurate to your role

Qualifications/Skills/Knowledge/Qualities

Essential Criteria
Proven experience in a customer service, administration, or onboarding role within education, training, or a similar fast-paced environment.
Experience supervising or leading a team to achieve service or performance objectives.
Strong organisational skills with the ability to manage multiple priorities and deadlines.
High attention to detail and accuracy, particularly when handling data or documentation.
Excellent communication and interpersonal skills, with a confident, professional manner.
Proactive and solution-focused, with the ability to identify and implement process improvements.

Competent user of CRM or data systems, with strong digital literacy skills.
Commitment to maintaining quality, compliance, and an outstanding customer experience.
GCSEs (or equivalent) including English and Maths at Grade C/4 or above.
Level 3 qualification in Team Leader, Business Administration, Customer Service or related discipline.
Desirable Criteria
Experience within the FE, apprenticeships, or skills sector.
Knowledge of funding and compliance requirements related to skills delivery.
Experience supporting system implementation or process improvement projects.
Understanding of CRM systems and data reporting tools.

Application Forms

Fully completed application forms should be submitted online by **12 midnight, Tuesday 6 January 2026**. Please note that we are unable to accept CVs.

Unfortunately, due to the volume of applicants the College receives, we are unable to contact candidates who are not shortlisted for interview. Therefore, if you have not been contacted within four weeks of the post's closing date, you may assume that your application has not been successful on this occasion.

Interviews

Interviews have been scheduled for **Tuesday 13 January 2026**. Shortlisted candidates will be contacted shortly after the closing date.

Shortlisted candidates will be invited to interview, and full details of the interview process will be sent in advance.

CONDITIONS OF EMPLOYMENT

Pre-employment Checks

Any offer of employment will be subject to employment references, medical clearance and a satisfactory Disclosure and Barring Service (DBS) clearance (see below for further details of the disclosure procedure).

Working Hours

As a full time member of staff, your normal working week will be 37 hours per week. Normal working hours are 8.30am to 5.00pm Monday to Thursday, 8.30am to 4.30pm Friday. The postholder will, however, be expected to work flexibly to meet the needs of the students, employers and the department.

Annual Leave

The holiday year runs from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, plus bank holidays.

Christmas Closure

It has been custom and practice for the College to close for a 2 week period at Christmas each year, with the exception of some external sites due to business requirements. This practice will continue, subject to any future changes in the organisation of college terms/curriculum programmes.

Benefits

As a diverse, competitive and quality employer, we regularly review our staffing policies and our reward and benefits package. With more than 1600 staff deployed over 3 campuses and in many role types, we have a variety of contracts, terms and conditions and staff benefits. The benefits include:

Financial

- Competitive salaries, A defined benefits pension scheme (either the Teachers' Pensions or the Local Government Pension Scheme) (dependent on role)
- Perkbox – our retail and leisure discount scheme
- NUS Totum Discount Card

Family and Personal

- Generous holiday entitlement, plus bank holidays and 2-week Christmas closure.
 - Additional annual leave purchase scheme (dependent on role)
- Career break opportunities
- Childcare Centre located at our Bridgwater College, offering a 5% staff discount on childcare fees.

Recognition

- Bi-annual support and teaching staff achievement recognition (STAR) awards
- Long service celebrations and awards

Health and Wellbeing

- Employee Assistance Programme including Wisdom App
- College gym membership for as little as £15 per month (salary deduction option available), or discounted Nuffield Health gym membership.
- Cycle to work scheme
- Occupational health service
- Eye care, including free eye test and a contribution towards glasses and/or contact lenses
- Microsoft Office Package

Leisure and Pleasure

Staff are welcome to visit and can enjoy discounts at:

- Cannington Golf Centre
- The Walled Gardens of Cannington (and Tea Rooms)
- Cannington Equestrian Centre

Equality & Diversity

UCS College Group is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and to eliminate unfair discrimination on any basis. This means that we are striving to ensure that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands, or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government department lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The information provided on the Disclosure certificate will be considered by the College to ensure that children and vulnerable adults remain adequately protected. UCS College Group wants to reassure candidates that a criminal record is not necessarily a bar on obtaining a position. Further information about Disclosure can be found at www.homeoffice.gov.uk/dbs