

JOB DESCRIPTION

Job Title: Senior Administrator and Curriculum Liaison to Directors
Directorate: Curriculum Operations Directorate
Reporting To: Curriculum Operations Manager
Date JD produced/revised November 2022

The primary purpose of this job role is to:

1. Provide a first-class clerical/administrative/secretarial/PA/student support service to the Directors, Head of Departments and staff within the Directorate of Teaching & Learning.
2. Liaise between Curriculum Administration and Directors/Heads of Departments for collation/dissemination of information.
3. Support colleagues within Curriculum Administration, Reception & Customer Service and the wider college.
4. Act as a central point of contact for departmental enquires from external and internal customers.
5. Provide correct and timely collation/dissemination of Teaching & Learning data and information.
6. Provide a high level of customer service to all service users.

The primary duties, tasks and responsibilities of this job role are to:

1. Provide a first-class clerical/administrative/secretarial/PA/student support service to the Directors, Head of Departments and staff within the Directorate of Teaching & Learning.

- 1.1. Ensure that administration office phones are answered in a professional and timely manner, including colleagues' phones when they are busy.
- 1.2. Deal with student enquiries and requests for information in a professional and caring manner.
- 1.3. Meet and greet visitors, when required. Maintain the knowledge and confidence to manage difficult situations concerning staff and students.
- 1.4. Provide accurate information to prospective customers ensuring that publicity and promotional materials are provided when requested.
- 1.5. Provide day to day general administration services to the departments.
- 1.6. Provide administrative support to all department events.
- 1.7. Arrange and support Open Days, Welcome Events, Taster Days, Parents Evenings, Festival of Achievement and any other *ad hoc* events throughout the college calendar.
- 1.8. Update college course leaflets and promotional materials
- 1.9. Maintain student records and central filing system as required by the Curriculum Administration Manager, ensuring that information is kept up-to-date, secure and confidential.
- 1.10. Record all student and staff absences on appropriate central data systems to support directorate operations, maintaining confidentiality and legal data requirements at all times.
- 1.11. Design and Create reports, documents and spreadsheets for use by departments across college, exporting data where required from the college data systems.
- 1.12. Process student consent forms dealing with confidential medical and welfare information in an appropriate manner, maintaining confidentiality at all times.
- 1.13. Administer the student warnings and disciplinary process including suspensions and exclusions from college, keeping all information confidential. Ensure all documentation is copied to all interested internal and external parties.
- 1.14. Maintain and update college documentation and promotional materials liaising with other departments including amongst others marketing, schools engagement manager and student support services
- 1.15. Produce letters and other ad-hoc documents to a high standard for colleagues across college including large scale college wide mailings e.g. student reports, lockdown practice letters and attendance letters.
- 1.16. Collection and distribution of departmental post.

- 1.17. Work collaboratively with colleagues across other departments to ensure that cover is provided as required at all times.
- 1.18. Work independently within the constraints of the job role to co ordinate workload in order to meet departmental and directorate priorities.
- 1.19. Attend and participate in Curriculum Administration Team Meetings.
- 1.20. Order stock for Curriculum Administration, Reception and other departments, where required.
- 1.21. Carry out ad-hoc tasks and duties as agreed with Curriculum Administration Manager.
- 1.22. Support UCAS application process
- 1.23. Proactively identify improvements in operational processes.
- 1.24. Take part in new developments and the delivery of new products and services as required.
- 1.25. Take responsibility for the timely and accurate delivery of an agreed set of operational processes.
- 1.26. Advise students and parent/carers of the College absence policy.
- 1.27. Uphold Safeguarding and Child Protection Procedures.
- 1.28. Comply with GDPR procedures and liaise with Security Team on security issues across the college.

2. Liaise between Curriculum Administration and Directors/Heads of Departments for collation/dissemination of information.

- 2.1. As requested by Administration Manager, liaise with Directors/Heads of Department to obtain curriculum information, not limited to, but to include IAG information, Induction/Enrolment information, Start of Year information, Open Day Information, Leaflet/prospectus information, Joining Instruction Information (kit fees/dates.etc.)
- 2.2. Disseminate information for use by Curriculum Administration, where appropriate.
- 2.3. Review and update information given by Directors / Heads of Departments
- 2.4. Administer the college trip procedure ensuring that trips are complying with college policies and Procedures. Liaise with department staff, head of departments, directors and senior Management.
- 2.5. Inform and update management with curriculum operation requirements in a timely manner.
- 2.6. Ensure important and relevant information is provided to Administration Manager and Senior Administrators in a timely manner, maintaining confidentiality where appropriate.
- 2.7. PA responsibilities to Directors including:
 - arrangement meetings including room and equipment bookings, hospitality requests, internal and external invitations
 - diary management, travel arrangements, typing correspondence, sourcing information and compiling and plotting data.
 - processing staff claim forms in a timely and confidential manner.

3. Support colleagues within Curriculum Administration, Reception & Customer Service and the wider college.

- 3.1. Provide cover for departments where a colleague is absent.
- 3.2. Provide support to colleagues when workload dictates.
- 3.3. Work as a team, assisting and supporting colleagues in Curriculum Operations.

Reception

- Operate switch board, emergency telephone and college answering machine.
- Process incoming and outgoing post, courier services and email.
- Act as the first point of contact for front line first aider call outs, Emergency Services, Security and evening duty managers
- Act as first point of contact for students, staff and all visitors to the College.
- Issue college temporary ID badge in compliance with College procedures
- Book and authorise use of taxis on college account
- In case of emergency / lockdown, ensure safety of all persons in the reception area.
- To provide exceptional service to our customers and salon clients
- To deal with all bookings and enquires for The Park salons.
- Ensure all financial transactions are recorded and reported and banking is conducted in line with college policy.

- Actively promote and sell the various services we have available and be confident to upsell to customers.

Admissions

- Work pro-actively with the Admissions department during the application, interview and enrolment process.
- Deal with phone and face-to-face queries regarding the application and interview process.

Exams

- Act as exam invigilator when requested by exams department within constraints of time/workload.
- Act as transcriber/reader for 1:1 exams

Information, Advice and Guidance Department (IAG)

- Resolve in a friendly and helpful manner all enquiries into the college that cannot be resolved by the Enquiries/Careers department.

MIS

- Provide support to MIS during enrolment

4. Act as a central point of contact for faculty enquiries from external and internal customers.

- 4.1. Provide information, in a professional and helpful manner, as requested by internal and external customers, within the confines of data protection.
- 4.2. Be a point of contact for all enquiries to faculties from internal and external customers, responding in a professional and helpful manner,
- 4.3. Provide course and faculty information for internal and external enquiries, proactively assisting staff, students and visitors.

5. Provide correct and timely collation/dissemination of Teaching & Learning data and information.

- 5.1. Ensure that all services users are advised of Curriculum Operation requirements in a timely manner.
- 5.2. Collect information required from departments to support curriculum operations in a timely manner.
- 5.3. Ensure accurate information is uploaded to central spreadsheet/databases within required timeframes.
- 5.4. Review and update information regularly.
- 5.5. Advise all service users of changes to data/information when required.

6. Provide a high level of customer service to all service users.

- 6.1. Deal with telephone, email and face-to-face enquiries in an efficient, professional and customer-friendly manner.
- 6.2. Act as first point of contact for faculties and Curriculum Operations.
- 6.3. Ensure that all learners, visitors, customers and staff receive a high standard of customer service.
- 6.4. Ensure all enquiries and complaints are seen through to conclusion, where possible.
- 6.5. Escalate complaints to the appropriate level, where required.
- 6.6. Respond in a helpful and prompt manner, even when you are unable to help.
- 6.7. Actively promote college services where possible.
- 6.8. Treat all service users with respect and patience.

7. Health and Safety

- 7.1. To act in a safe manner at all times and in accordance with the College's health and safety policies and practices to ensure the health and safety of oneself, staff, learners and visitors to the College.
- 7.2. To follow college procedure in the safeguarding of all learners, ensuring that data protection regulations are adhered to.
- 7.3. Pro-actively improve student safeguarding and welfare policies, utilising knowledge gained whilst dealing with student and parent enquiries.
- 7.4. Attend mandatory training.

8. Other Duties

- 8.1. To work collaboratively with colleagues to maximise the efficiency and effectiveness of college and directorate operations.
- 8.2. Actively advance equality of opportunity and foster good relations within the College community.
- 8.3. Adhere to College equal opportunities policies, procedures and practices.

The resource management responsibilities of this role are:

Financial:	None
People Management:	None
Other:	None

Special conditions or working arrangements applicable to this role are:

This post is defined as regulated activity. The postholder is required to hold an enhanced DBS disclosure check deemed acceptable to the college.

The college is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

Please note that this job description is current as at the date shown above. In consultation with you, it is liable to change to reflect changes in the job.

Terms and Conditions	Details
Salary Scale	APT&C Scale 4
Salary: <i>(to be pro rata if part-time)</i>	£18,776 – £20,923 p.a.
Superannuation Scheme:	Local Government Pension Scheme
Number of hours to be worked per week	Full time
Full year or term time only contract	Full year
Contract type	APT&C –Permanent
Annual Leave Entitlement	27 days per annum

EMPLOYEE PROFILE

ATTRIBUTES	ESSENTIAL ATTRIBUTES CANDIDATES MUST HAVE ON ENTERING THE ROLE	ADDITIONAL KEY ATTRIBUTES ALREADY HELD OR TO BE DEVELOPED TO PERFORM THE ROLE	ASSESSMENT METHOD e.g. application form, interview, tests
Qualifications	Office Administration experience. IT experience of Microsoft packages, ideally databases GCSE English + Maths grade C or above		Application form Interview Certificates
Related experience	Significant experience working in an administrative role.		Application form Interview
Special Circumstances	Willing to work occasional evening/weekends to participate in college Open Days, Welcome Events, Taster Days and other similar events.	Willing to undertake further training to meet role requirements	Interview
Knowledge, skills and abilities	Be able to produce work to a high standard using the following Microsoft Office applications: Word Excel Outlook PowerPoint Excellent communication (oral and written) and interpersonal skills, with a friendly and professional telephone manner. Can produce accurate work within given timescale with good attention to detail. Able to prioritise tasks and demands and work under pressure. Can work as an effective member of a team, but also happy to work alone.	SharePoint Educational databases	Interview References Task
Disposition and approach	Reliable, conscientious, friendly and approachable. Maintains professional standards at all times. Patient, understanding and proactive in customer care. To promote and safeguard the welfare of children and vulnerable Adults. Commitment to equality & diversity.	Equality and diversity training Safeguarding training	Interview References