JOB DESCRIPTION

JOB TITLE:	Administration Coordinator
GRADE:	Grade G, £18,384 - £20,581 per annum *(Please note that this salary is based on the post being term time only and includes holiday pay).*
DEPARTMENT:	Learner Services
HOURS:	37 hours per week, term time only, 40 weeks per year
RESPONSIBLE TO:	Deputy Head of Learner Services and Libraries
CAMPUS:	Windsor
JOB PURPOSE:	To assist in the coordination and operation of student led activities and administration, to be a point of contact for student, parent and staff enquiries. To act as a delegate for Learner Services management in the absence of staff on campus.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:-

1. To provide day to day administrative support within the Learner Services and Libraries department including (but not limited to):

    - Communication with parents and students, arranging meetings and welcoming visitors on behalf of Learner Services staff. Providing front line Learner Services reception support, including helping students and parents, emailing or telephone calls.

    - Assisting with the inputting or updating of student data and general student record administration.

    - Maintaining noticeboards and service literature, including digital resources / services, allowing for high quality advice and guidance to be given.

    - The production of letters, mail merge distributions, meeting minutes, memos or other administrative tasks.

    - Assist with evening and cross college events such as freshers' fairs, open evenings, parent evenings and award events.

2. To support colleagues in delivering and providing guidance for services such as welfare, financial support and signposting.

3. To provide support for senior managers, acting as a point of contact in their absence and liaising with necessary wider college staff to ensure promotion, awareness of Learner Services offers and good working processes with colleagues.

4. To act as a site lead on the organisation of student based events such as Fresher's Fair and Summer events, guest speakers and community activities.

5. To attend meetings on behalf of management as a proxy where appropriate.

6. To take responsibility for the coordination and management of stationary and consumable items for all campuses.

7. To collate campus specific data for the purpose of reporting on activities, trends and KPIs within the College, such as qualitative and quantitative feedback or participation rates.

8. To provide support with other duties as may be reasonably requested.

NOTE

The post will be primarily based at one of the college campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular
- The principles and procedures set out in the College's Safeguarding and Promoting Welfare for Children & Vulnerable Adults Policy.
- The principles and procedures set out in the Data Protection Policy

August 2018

PERSON SPECIFICATION

		Essential	Desirable	Source of Evidence
	Qualifications			
1	Educated to at least A level standard or equivalent experience of working at a senior administrative level in a customer services or educational environment	✓		AF
	Skills, knowledge and abilities			
2	The ability and confidence to communicate effectively with a range of people, both in writing and verbally (face-to-face and on the telephone), in a range of different and sometimes difficult situations	✓		AF/IV
3	The ability to work accurately and independently with attention to detail, managing workloads effectively during peak periods.	✓		IV
4	Ability to be discrete and maintain high levels of confidentiality	✓		AF/IV
5	Demonstrable experience of working to a high level with Microsoft Office packages, including Word, Excel, Publisher and PowerPoint.	✓		IV
6	Experience of event organisation.		✓	AF
7	Excellent level of problem solving skills and proactivity, keen problem solving skills	✓		AF/IV
8	Demonstrable interest in working with young people	✓		AF/IV
	Knowledge and Experience			
9	Experience of working collaboratively and effectively as part of a wider, diverse team	✓		IV
10	Experiencing of working with a wide range of individuals including 16-18 and adults		✓	AF

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview
All of the elements marked IV will be assessed at interview
All of the elements marked AF/IV will also be assessed at interview
All or some of the above elements may be assessed at interview