

Loughborough College Job Description

1. Job Details

Job Title:	Administrator
Competency Level:	Business Support 1
Reporting To:	Head of Department
Department:	Sport and Service Industries
Annual Salary (FTE):	£15,008.8 per annum based on 0.8 of the FTE £18,761 per annum. Based on 29.6 hours per week over 52 weeks per year.
Date:	March 2018

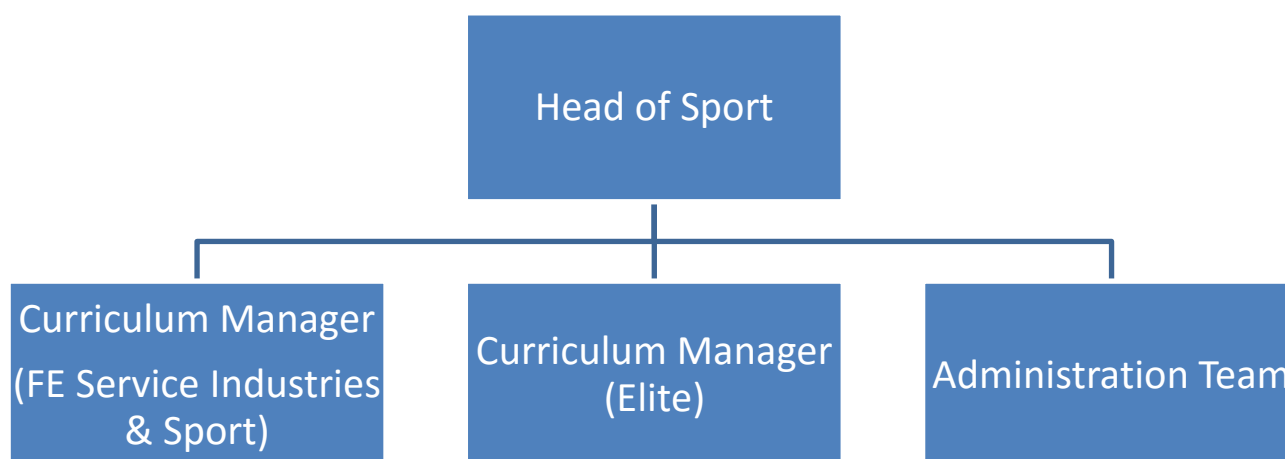
2. Job Purpose

To provide an excellent administrative service meeting college standards, while communicating well with all users (e.g. students, staff, employers).

3. Dimensions

Not applicable

4. Organisation chart



5. Key Responsibilities

- Supporting the Senior Administrator/ Head of Department by providing a high quality efficient administrative service within the department.
- Maintaining student records, registers, course files and timetables in compliance with College expectations.
- Administering student-focused processes, including; answering queries, recruitment and admissions, attendance and absence, timetable changes, submission of work, exams, travel, disciplinaries and complaints, DBS checks, etc.
- Administering staff-centred processes including answering queries, absence and follow-up, pay claims, meetings, minute-taking, circulation of information, etc.
- Undertaking activities that support the quality assurance processes such as analysing reports.
- Assisting managers in ordering, monitoring and accounting for resources and budgets, including processing purchase orders and invoices.
- Dealing with enquiries from awarding and examining bodies.
- Taking responsibility for administrative support for a designated Departmental area and specialist duties as appropriate to the Department if required.
- Liaising with employers, e.g. in relation to commercial courses, work experience, visits, enterprise days.

6. Key Result Areas

Action

Carry out administrative tasks accurately and in a timely manner

Respond to students, staff, employers and other users appropriately and efficiently

Process information and records accurately

Result

The department runs smoothly and customer service is of high quality

Clear and effective communication of information and high satisfaction levels

Information can be acted upon quickly and productively

7. Key Working Relationships and Communications

Internal: Members of the Sport department and other college staff, and students.

External: Employers, awarding and examining bodies, students' parents/carers, other agencies as required.

8. Scope for Impact

Not Applicable

9. Competency profile

The following profile is a description of the required competencies of the role:

Competency	Descriptor	Competency	Descriptor
Accountable - <i>We have full ownership for our actions, thinking through our decisions and taking responsibility for the outcomes.</i>	Continually improves own performance and increases skills and knowledge. Works efficiently; makes best use of the College's resources. Manages own health, safety and wellbeing; complies with College policies.	Entrepreneurial - <i>We think outside the box, exploiting technology and providing opportunities using our initiative and creativity.</i>	Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks You try new approaches and are not tied down by the existing ways of doing things. You understand how your tasks fit into achieving the College's outcomes.
Agile - <i>We are flexible and responsive in all that we do and demonstrate adaptability towards new challenges and changing environments.</i>	Handles change with responsiveness and adaptability. Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard. Understands customer expectations; delivers consistently high quality service. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	Inspiring - <i>We are passionate and positive about what we do, creating challenging and motivational environments where everyone grows and succeeds.</i>	Own actions and behaviours are inspiring and engage others. Enthuses others with accurate and relevant subject knowledge. You listen to people and allow their thoughts and ideas help you perform your function better.
Engaging - <i>We are focussed on building relationships, using clear communication to ensure everyone participates and feels part of the College.</i>	Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter. You understand the goals of your team or department and you understand how your contribution impacts on achieving these.	Integrity - <i>We are open, honest and transparent in our work, behaving professionally and ethically at all times</i>	Own work consistently contributes to the strategic aims of the College. Own work consistently contributes to the strategic aims of the College. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Good standard of literacy and numeracy. At least GCSE passes Level 4-9 (equivalent to Grades A-C) in English and Maths or equivalent	•		Application/ Certificates
2.	A relevant academic or vocational qualification at Level 3 or above	•		Application/ Certificates
3.	IT or Business Administration qualification		•	Application/ Certificates
EXPERIENCE				
4.	Experience of providing an administrative service, preferably in education	•		Application
5.	Experience of organising and supporting meetings, including minute taking	•		Application
6.	Experience of the use of Information Technology applications such as databases, spread sheets, diary and calendar systems, websites to assist in the administration and organisation of work	•		Application
SKILLS & KNOWLEDGE				
7.	Good administration, organisational and planning skills	•		Interview/ Task
8.	Exceptional IT skills using a variety of systems including Microsoft Office, web-based systems, and the internet	•		Task
9.	Excellent interpersonal skills and the ability to work with a wide variety of people	•		Interview/ Task
10.	Excellent customer care skills	•		Application/ Interview
11.	A high level of verbal and written communication skills which enable creation of positive relationships with students, staff, managers and external contacts at all levels	•		Interview
12.	A demonstrated ability to produce word-processed documents to a high standard of accuracy and speed of at least 30 wpm	•		Task
BEHAVIOURS				
13.	Ability to work effectively as part of a team	•		Interview
14.	Ability to work proactively and on own initiative	•		Interview
15.	Willingness and ability to learn new systems and skills	•		Interview
16.	Flexibility to deal with a range of circumstances	•		Interview
17.	Ability to prioritise personal workloads and manage competing demands	•		Interview

18.	Awareness of safeguarding and child protection regulations and requirements and your role in ensuring the protection and wellbeing of our students	•		Interview
19.	Demonstrate a commitment to equal opportunities	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in March 2018 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	