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#### JOB DESCRIPTION

**Job Title: Senior Administrator**

**Directorate: Learning**

# Reporting To: Curriculum Administration Manager

**Date JD produced/revised: January 2017**

**Post Reference Number: SMT 324**

**The primary purpose of this job role is to:**

1. Provide a first-class clerical/administrative/secretarial/student support service faculties within the Directorate of Teaching & Learning.
2. Support colleagues across Curriculum Administration.
3. Act as a central point of contact for faculty enquires from external and internal customers.
4. Provide correct and timely collation/dissemination of Teaching & Learning data and information.
5. 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/student support service to the faculties within the Directorate of Teaching & Learning.***
   1. Ensure that administration office phones are answered in a professional and timely manner, including colleagues’ phones when they are busy.
   2. Deal with student enquiries and requests for information in a professional and caring manner.
   3. Meet and greet visitors, when required.
   4. Provide accurate information to prospective customers ensuring that publicity and promotional materials are provided when requested.
   5. Provide day to day general administration services to the faculties.
   6. Provide administrative support to all faculty events.
   7. Arrange and support Open Days, Welcome Events, Taster Days and any other *ad hoc* events throughout the college calendar.
   8. 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.
   9. Input data onto central data systems to support directorate operations including recording student and staff absences.
   10. Create reports and spreadsheets, exporting data where required from the college data systems, when required.
   11. Produce letters and other ad-hoc documents to a high standard.
   12. Collection and distribution of faculty post.
   13. Work collaboratively with colleagues across other faculties to ensure that cover is provided in all faculties at all times.
   14. Work independently within the constraints of the job role to co ordinate workload in order to meet faculty and directorate priorities.
   15. Attend and participate in Curriculum Administration Team Meetings.
   16. Order stock for faculties, where required.
   17. Carry out ad-hoc tasks and duties as agreed with Curriculum Administration Manager.
2. ***Support colleagues across Curriculum Administration***
   1. Provide cover for faculties where a colleague is absent.
   2. Provide support to colleagues when workload dictates.
   3. Work as a team, assisting and supporting colleagues in Curriculum Operations.
3. ***Act as a central point of contact for faculty enquiries from external and internal customers.***
   1. Provide information, in a professional and helpful manner, as requested by internal and external customers, within the confines of data protection.
   2. Be a point of contact for all enquiries to faculties from internal and external customers, responding in a professional and helpful manner,
   3. Provide course and faculty information for internal and external enquiries, proactively assisting staff, students and visitors.
4. ***Provide correct and timely collation/dissemination of Teaching & Learning data and information.***
   1. Ensure that all services users are advised of Curriculum Operation requirements in a timely manner.
   2. Collect information required from faculties to support curriculum operations in a timely manner.
   3. Ensure accurate information is uploaded to central spreadsheet/databases within required timeframes.
   4. Review and update information regularly.
   5. Advise all service users of changes to data/information when required.
5. ***Provide a high level of customer service to all service users.***
   1. Deal with telephone, email and face-to-face enquiries in an efficient, professional and customer-friendly manner.
   2. Act as first point of contact for faculties and Curriculum Operations.
   3. Ensure that all learners, visitors, customers and staff receive a high standard of customer service.
   4. Ensure all enquiries and complaints are seen through to conclusion, where possible.
   5. Escalate complaints to the appropriate level, where required.
   6. Respond in a helpful and prompt manner, even when you are unable to help.
   7. Actively promote college services where possible.
   8. Treat all service users with respect and patience.
6. ***Health and Safety***
   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.
   2. To follow college procedure in the safeguarding of all learners, ensuring that data protection regulations are adhered to.
   3. Attend mandatory training.
7. ***Other Duties***
   1. To work collaboratively with colleagues to maximise the efficiency and effectiveness of college and directorate operations.
   2. Actively advance equality of opportunity and foster good relations within the College community.
8. Adhere to College equal opportunities policies, procedures and practices.

**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.

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| **Terms and Conditions** | **Details** |
| **Salary Scale** | APT&C Scale 4 |
| **Salary: *(to be pro rata if part-time)*** | £18,048 – £20,111 p.a. |
| **Superannuation Scheme:** | Local Government Pension Scheme |
| **Number of hours to be worked per week** | 37 |
| **Full year or term time only contract** | Full year |
| **Contract type** | APT&C – Permanent |
| **Annual Leave Entitlement** | 25 days per annum |

**EMPLOYEE PROFILE**

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| 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 qualification (or willingness to undertake level 3 Business Admin qualification) |  | 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  T |
| **Disposition and approach** | Reliable, conscientious, friendly and approachable.  Maintains professional standards at all times.  Patient, understanding and pro-active 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 |