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| **ADMINISTRATOR – SEND and Student Services Operations Support** |  |
| **FAMILY** | **ADMINISTRATION** |
| **LEVEL** | **3** |
| **Shape Descriptor**Level 3 Administrators provide a range of administration and clerical support services in support of student, department or campus operations. The range of duties will require an ability to work at pace and to accuracy, following pre-determined policies and procedures to the instructions and expectations of others. Duties and responsibilities will include, but are not limited to,* Provision of Front of House Reception services
* Production and issue of student status documentation
* Production of basic employment references for students
* Provision of specific and dedicated support to directorates, including Directors, Heads of Service, Deputy Heads of Learning/Services and Teaching and Learning staff.
* Provide clerical support to meetings as requested.

Some individuals will be assigned to specific job roles as their core purpose, but are expected to develop their skills and knowledge across all areas in order to be able to respond to changes in demand in other areas of the team’s activities. **Specific Responsibilities/Performance Indicators for the post include, but are not limited to:*** Demonstrate effective communication skills at all levels
* Carry out the procedures of the department effectively, individually and within the team structure to meet external and internal deadlines
* Work together to develop the procedures of the department in line with the colleges strategic plan
* Share experience and understanding of processes by training others
* Give constructive advice based on experience
* Develop skills across the scope of duties within the department to ensure flexibility which meets the needs of the service
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| **LEVEL SUMMARY**Roles in this level will deliver an effective administrative service, working within instructions performing tasks that are more complex or varied.Roles may be required to provide a service requiring specialised knowledge of the work.Relevant experience is likely to have been gained through prior work or related activity.  |
| **SHAPE DESCRIPTOR – NEEDS COMPLETING** |
| **REPRESENTATIVE WORK ACTIVITIES** |
| Administration Services | * Required to carry out administrative duties within a department and/or Local College.
* Required to use developed IT literacy to maintain databases, inputting data accurately and in timely manner, and to produce reports.
* Undertake a range of administrative duties in support of a department such as record keeping, filing for example.
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| Planning and Organising | * Will have an established workload with individual responsibility for ensuring that the work is carried out in a timely and accurate manner.
* Post holders will have the responsibility for ensuring that targets and deadlines are met.
* Support the organisation of internal and external activities, collating and recording defined information documentation as requested to ensure activities are administered efficiently.
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| Initiative, Decision Making & Problem Solving | * Can work effectively without direct supervision.
* Will decide the appropriate action with reference to procedures or experience.
* Expected to engage in basic troubleshooting but will refer difficult decisions or unusual problems.
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| Stakeholder Engagement | * Written and verbal communication skills.
* Communication will mainly be with other staff members, students, customers or visitors to explain routine procedures, clarify facts or to seek additional information.
	+ Interaction with external organisations on routine matters.
	+ Maintain a network of contacts knowing who to liaise with on key issues.
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| Working with Others | * Roles at this level work as part of a team, subject to regular supervision.
* Provide general support activities in own area by assisting senior colleagues.
* May have responsibility for assisting or allocating routine work to others.
* May be required to help with induction or training of new colleagues.
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| **REPRESENTATIVE SKILLS, KNOWLEDGE & EXPERIENCE** |
| * A minimum of Level 2 numeracy and literacy skills.
* Prior work experience normally in an administration role.
* When fully competent demonstrates administration expertise in area of work.
* Ability to obtain relevant vocational qualifications, NVQ level 2/3, as appropriate.
* Good working knowledge of IT packages including Microsoft Office, e-mail and internet.
* Communicate effectively with others both verbally and in writing.
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| **REPRESENTATIVE PERFORMANCE INDICATORS** |
| * Follow a clear brief to carry out a range of prescribed and skilled tasks.
* Create documents based on a clear brief.
* Coach new members of the team to help them to acquire skills and experience.
* Process invoices, payments and check forms.
* Produce simple summaries from data collected.
* Update records on databases, using clearly defined guidelines.
* Sort, process, code and file documents, using clearly defined guidelines.
* General clerical duties such as arranging meetings, distributing information, maintaining stationery supplies, contacting customers.
* May involve some technical document processing.
* Monitor and replenish levels of stock/stores and ensure equipment, consumables and work area are ready for use when required.
* May perform support tasks that contribute towards an area which is specialist in nature.
* Maintain equipment such as photocopiers and printers.
* Ensure cash is handled in accordance with appropriate procedures.
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**Person Specification** - **ADMINISTRATOR – SEND and Student Services Operations Support**

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|  | Criteria | Essential / Desirable Criteria\* | Method of Assessment |
| Qualifications- Vocational- Professional- Academic | GCSE or equivalent in Maths and English | **E** | Application/Certificate |
| Good typing/word processing/keyboarding skills to Level 2 or equivalent | **D** | Application/Certificate |
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| Experience & Knowledge | Experience of computerised recording systems | **E** | Application/Interview |
| Experience of the Education Business System | **D** | Application/Interview |
| Experience of Microsoft Office e.g. Word and Excel | **E** | Application/Interview |
| Knowledge of procedures/regulations relevant to specific area of responsibility | **D** | Application/Interview |
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| Skills, Attributes andPersonal Qualities | Ability to work in a busy/demanding environment | **E** | Application/Interview |
| Ability to communicate effectively with a range of stakeholders | **E** | Application/Interview |
| Experience of working within a team | **E** | Application/Interview |
| Able to demonstrate self motivation and the abiltiy to prioritise workload | **E** | Application/Interview |
| Able to demonstrate accuracy, organisation and working with attention to detail | **E** | Application/Interview |
| Able to work flexibly  | **E** | Application/Interview |
| Able to work to deadlines. | **E** | Application/Interview |
| Demonstrate a clear understanding of issues in relation to safeguarding children and vulnerable adults | **E** | Application/Interview |
| Demonstrate a clear understanding of equality of opportunity and diversity issues | **E** | Application/Interview |