JOB DESCRIPTION

**POST TITLE:**  Information Services Assistant

**GRADE:** Harmonised Salary Scale Point 10-14 (£16,095-£18,022)

**RESPONSIBLE TO:** Enrolment & Generations Manager/Examinations & Success Manager

**RESPONSIBLE FOR:** Providing a customer focussed, student centred administrative service to managers and teaching staff, supporting the College’s vision to become and sustain outstanding.

**DIRECTORATE:** Strategic Planning & Funding/Information Services

**WORK ARRANGEMENTS:** 37 hours per week/52 weeks per year

It is expected that from time to time these hours will be exceeded as reasonably necessary for the proper performance of the duties and responsibilities of the post.

**PURPOSE OF THE POST**

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| To support the administration and processing of information relating to key student data-related college processes, which include enquiries, admissions, enrolment, registers, exam registration and claims. This post has been designated to support the Information Services section to deliver a high quality service in a timely and efficient manner and remain highly customer focused at all times. The postholder will provide support in other areas within the administrative structure when required.To continually support improvement across all areas of the Information Services Team including developing and implementing new working practices and utilising technology available.To work effectively with colleagues to achieve the College’s mission and strategic priorities.Occasional evening/weekend duty may be required. |
| **DUTIES AND RESPONSIBILITIES**1. Undertake a range of administration functions for the delivery of all student records activities within Class based and Work based learning.
2. To assist all staff responsible for key student data-related college processes relating to the learner journey, including enquiries, admissions, enrolment, registers, exam registration and claims, reviews and employer information
3. To ensure records and documentation is processed in a timely manner and is accurately input into the system, and follow up any outstanding documentation with staff.
4. Develop and maintain a working knowledge of all student record systems, fees and funding rules and learner eligibility rules for all sources of funding in accordance with college policy.
5. Build and maintain good working relations with all College staff providing outstanding customer service on behalf of the team.
6. Provide outstanding customer service at the Information Services reception as required.
7. Set up monitor and maintain appropriate learner files, ensuring checklists are completed and all records are updated and maintained to meet the needs of compliance, quality audits and inspection.
8. To ensure learners are registered with the enrolled awarding body in a timely manner as per JCQ regulations, and support the claims and certification processes as required.
9. To set up, monitor and update employer records as required through the learner journey.
10. To track learner progress towards completion of qualifications in order to maximise timely completions.
11. Provide administrative support with all exams processes as requested by your line manager, ensuring the provision of an excellent exams service to all stakeholders.
12. Prepare, organise and assist with the supervision and invigilation of examinations in accordance with the regulations laid down by awarding organisations.
13. Support during enrolment events taking place throughout the academic year providing a high quality enrolment service, including support for curriculum and cross-college areas.
14. Support open evening events throughout the year on a rota basis.
15. To ensure all systems, procedures and documentation are fit for purpose. Advise on potential changes to systems through recommendations to management.
16. To drive and support the continual improvement within the team regarding internal and external audit processes, relating to Funding and Awarding Organisation compliance and JCQ regulations as appropriate.
17. Using Microsoft Office applications to word process, create labels, run queries in databases and maintain spreadsheets as required.
18. In line with financial regulations be responsible for the correct invoicing/cash payments processed in the student records system.
19. To comply with all aspects of the General Data Protection Regulation Act (GDPR) in your work, ensuring the security of learner information.
20. To apply the College’s own safeguarding policy and practices and attend training as requested.
21. To show a commitment to equality and diversity and anti-discriminatory practices. The postholder is expected to comply with and promote the College’s Equality policy in all aspects of their duties and responsibilities.
22. To take responsibility for one’s own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Performance & Development Review (PDR).
23. To show a commitment to working co-operatively within a self-critical culture, including acting as a member of a quality team.
24. To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
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# **GENERAL**

1. Take responsibility for one’s own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
2. Promote a positive image of the College and the work that is carried out across its various services.
3. Comply with all legislative and regulatory requirements.
4. Apply the College’s own Safeguarding Policy and practices and attend training as requested.
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College’s equal opportunities policy in all aspects of their duties and responsibilities.
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
7. Take an active role in the health, safety and welfare of students and staff, attending trainings and carrying out health and safety related activities as appropriate to the role.

Person Specification

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| **Post:** | Information Services Assistant | **Department:** | Information Services |

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| **Key Requirements:** | **Essential/****Desirable** | **Assessed** |
| **Qualifications:** |  |  |
| GCSE Maths and English Language grade C or above | **E** | **A** |
| **Experience:** |  |  |
| Working effectively as part of a team, and as an individual | **E** | **A** |
| Day-to-day experience with Microsoft Office (or equivalent) applications especially Outlook, Excel and Word (Access is desirable) | **E** | **A** |
| Experience of using Business IT Systems to process information | **E** | **A** |
| Experience of working in a changing business environment requiring a flexible and responsive approach | **E** | **A/I** |
| Follow business processes and procedures | **E** | **A/I** |
| Agree, working to, meeting and managing deadlines | **E** | **A/I** |
| Keeping up to date with relevant legal, government and other initiatives, developments and requirements. | **E** | **A/I** |
| **Skills/Knowledge:** |  |  |
| Excellent interpersonal and communication skills | **E** | **A/I** |
| Effective organisation skills | **E** | **A/I** |
| Ability to solve problems and use initiative | **E** | **A/I** |
| Evidence of continued professional development | **D** | **A/I** |
| **Qualities:** |  |  |
| Ability to work in a team  | **E** | **A/I** |
| A flexible and innovative approach to working | **E** | **A/I** |
| Willingness to travel between sites and work some evening/weekend sessions in line with the needs of the role | **E** | **A/I** |
| Reliable and punctual with excellent time keeping skills | **E** | **A/I** |
| Excellent customer service skills  | **E** | **A/I** |
| Experience working in busy environment | **E** | **A** |
| Ability to work in a team  | **E** | **A/I** |
| **Other Requirements:** |  |  |
| An understanding of Safeguarding of Children & Vulnerable Adults within the workplace | **E** | **I** |
| Full commitment to Equal Opportunities and anti discriminatory working practices | **E** | **I** |
| Must be prepared to undertake training appropriate to job role | **E** | **I** |

**E = Essential D = Desirable A = Application I = Interview T = Test**

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| **Produced by:** | Joe Fojut | **Date Produced:** | October 2018 |