



LRC and Student Administrator

We have two positions available for a LRC and Student Administrator

Post 1:

Full Time 37 hours per week (Monday-Thursday 8.30am – 5.00pm / Friday's 4.30pm finish) on some occasions you may be required to start work at 8.00am

Based at the St Albans Campus

£18,527 - £20,071 per annum

Post 2:

Part time 15 hours per week (Thursday 8.00am – 4.30pm / Fridays 8.30am – 5.00pm)

Based at the Welwyn Garden City Campus

£7,596 - £8,229 per annum

An opportunity has arisen for a Student and LRC Administrator to join the Student Experience team, you will play a vital role in the success and achievement of our students.

You will provide a comprehensive administrative service to support the College's students and staff to deliver a first rate customer service, focusing on student success. Work cohesively with the LRC staff to ensure that students can access support at all times.

Be a central resource in the Student Centre to provide a one-stop shop for students to access administration, the Edge and LRC services.

When submitting your application please indicate what post you would like to be considered for.

Closing Date: Wednesday 21st March

Interview Date: Tuesday 3rd April

Job Description

CAREER FRAMEWORK - Customer Focused Family

JOB TITLE - LRC and Student Administrator

REPORTING TO- Administration, LRC and eLearning Manager

SUMMARY OF POST

To provide a comprehensive administrative service to support the College's students and staff to deliver a first rate customer service, focusing on student success. Work cohesively with the LRC staff to ensure that students can access support at all times.

Be a central resource in the Student Centre to provide a one-stop shop for students to access administration, the Edge and LRC services.

KEY RESPONSIBILITIES

Be an active member of the LRC and administration team providing an excellent service to students and Curriculum teams:

Students in the Student Centre:

- Support front counter staff by signposting and supporting students with correct and timely information.
- Provide administrative support for students within the LRC when required.
- Support the facilitators and coaches through signposting and booking students into sessions.
- Providing an additional resource when required for enrolment activities both scheduled and unscheduled.
- Enrol students and take financial payments as part of a front desk rota system.
- Contribute to student success by taking and recording coursework, monitoring and recording submissions if required.
- Signpost the Edge to students and ensure students can access relevant information and services

To support Curriculum by:

- Managing and supporting where required communication with students and parents.
- Supporting the administration of the student behaviour procedure and related activities
- Preparing reports to inform student progress.
- Preparing reports to inform audit and compliance requirements.
- Assisting with the organisation of interviews and initial assessments for applicants liaising with Faculty and the Customer Contact Centre.
- Assisting with the ordering and processing of orders ensuring compliance with College financial regulations and purchasing procedures.
- Supporting the UCAS procedure by tracking final progress and liaise between UCAS and Curriculum to ensure success.

General duties:

- Support events and activities such as open days / evenings, careers conventions, promotional activities and taster weeks to support the provision of information and advice.
- Postal duties, including sorting and organising the internal and external mail systems, calculating the postage and operating the franking machine.
- As required, provide cover for campus reception, to ensure the provision of an efficient and helpful response to students, staff and visitors.
- Provide efficient and prompt administrative service to ensure the smooth and efficient running of the office, e.g. word-processing, filing, photocopying, data input, reports, statistics, agendas and minutes.

Be aware of and follow College policies and procedures, with particular attention to health and safety, safeguarding, risk management, equality and diversity, quality and our values and behaviours. You will be required to attend training and CPD events as necessary

CRITERIA

RECRUITMENT- Short listing criteria

- Good standard of education or extensive experience
- Experience of working in customer services or administration, preferably within a Further Education establishment
- Experience of using Microsoft Office
- Experience of data entry

ESTABLISHED

- Completed probation period satisfactorily
- Level 2 ICT, English and Mathematics
- Completed relevant in house training to the job role including ProSolution
- Work towards qualification as detailed below

- Demonstrate telephone excellence

EXPERIENCED AND QUALIFIED

- 2 years' experience in the role
- Level 2 qualification appropriate to the role in IAG or Level 3 in Business Administration
- A thorough working knowledge of Pro-solution
- Demonstrate focus on student success in job role

DEVELOPED STAGE – Assessed against the values and behaviours

PERSON SPECIFICATION (to be assessed at the interview stage)

PERSONAL ATTRIBUTES

- Excellent customer service skills and a genuine interest in working with and helping customers
- A confident telephone manner, coupled with the ability to be patient and calm
- Good communication and listening skills together with the ability to liaise with Curriculum and service departments across the College
- Effective written and verbal communication skills
- Ability to work as part of a team and on own initiative
- Positive, enthusiastic and can do attitude
- Be able to handle complaints and difficult situations
- An awareness of cultural diversity

SKILLS AND EXPERIENCE

- Experience of working in administration and customer focused environment
- Experience of working with a range of software packages – Word, Excel, Outlook
- Experience of inputting data and maintaining clear and accurate records
- Strong keyboard skills and computer literacy along with a good attention to detail and data input accuracy
- Ability to mail merge and create labels plus archive files
- Ability to work flexibly to meet the needs of the College

In consultation with the postholder it is liable to variation by the Principal to reflect or anticipate changes, in, or to, the post and the organisation. The job description gives an overview of the main responsibilities of the role. The daily job will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.