

JOB DESCRIPTION

POST TITLE:	Curriculum Student Experience Administrator
GRADE:	Harmonised Salary Scale Point 10-14 pro rata
RESPONSIBLE TO:	Director of Business, Professional and Service Industries
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:	Business, Professional and Service Industries
WORK ARRANGEMENTS:	18.5 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

The post holder will:

1. Working with a high level of autonomy, you will take responsibility for the provision of an effective and efficient administrative service.
2. Working as part of a team your focus will be the maintenance and production of accurate and timely management information.
3. Provide administrative support to the team to a high standard of accuracy and presentation, to include producing general correspondence and reports, undertaking mail shots and the execution of general office duties.
4. Strive to achieve consistently outstanding provision.

DUTIES AND RESPONSIBILITIES

Supporting Excellence Throughout The Student Journey:

1. Work effectively together with classroom based and work based colleagues as one team, respecting and valuing each other to deliver outstanding services to students.
2. Provide support for the central applications process by ensuring that arrangements for curriculum interviews are made in a timely fashion, communicated to Student Services and teaching staff, and that students are provided with excellent service during their interview visit.
3. Support managers and teaching staff with the maintenance of central timetable records, notifying the Curriculum and Timetabling Assistants of any changes in class times, staff or rooms, and ensuring that students are notified of changes affecting their classes in an effective and timely fashion.
4. Manage room and IT resource bookings for meetings, events and other activities within the directorate, using central systems and process to record usage.

5. Provide a single point of contact for the directorate for the reporting and follow-up of student attendance and absence, ensuring that teaching staff are notified in advance of class start times, and pro-actively following up unexplained absences.
6. Support the planning, booking and payments for trips and visits, ensuring that all safeguarding and financial processes have been followed in advance of any event.
7. Support the recording and tracking of work experience activities across the directorate, using the College CRM system to record placement opportunities, eILP to record activities undertaken, and reports to identify gaps in records.
8. Provide support for the setup and start of commercial courses within the directorate, ensuring that students receive excellent customer service during the enquiry, booking and delivery of the course.
9. Provide support for the setup and promotion of directorate events, student led activities and stakeholder events as required.
10. Act as a mentor and supervisor for a regular programme of students undertaking work experience placements within the team.

Providing Excellent Service to Students, Teaching Staff and Managers:

1. Provide a central point of contact for students studying within the directorate, ensuring that messages to staff are effectively communicated, concerns are acted upon and that complaints are managed in line with College processes.
2. Produce letters, reports, minutes and other correspondence using a range of software, to a high standard of accuracy and presentation.
3. Raise purchase orders for the directorate, including membership fees to awarding bodies.
4. Monitor, order and store stationery ensuring that college processes are adhered to and that all orders remain within allocated budgets.
5. Liaise with other business support departments to provide a customer focussed and efficient service for students, staff and managers, including: other directorate teams, student services, learning resources and TEL, student futures and marketing.

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

Post:	Curriculum Student Experience Administrator	Directorate:	Business, Professional and Service Industries
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Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
Business Administration or Similar Qualification at Level 3	D	A
English and Mathematics at Level 2	E	A
Experience:		
Working effectively as part of a team, demonstrating exceptional written and verbal communication skills.	E	A/I
Highly competent in the use of Microsoft Office Outlook, Word and Excel.	E	A/I
Working with information systems such as student records systems maintain records and search for information.	D	A/I
Working in a changing environment requiring a flexible and responsive approach.	E	A/I
Helping to create, share and follow business processes and procedures.	E	A/I
Planning own work and meeting demanding deadlines in a varied and busy environment.	E	A/I
Skills/Knowledge:		
Excellent verbal communication skills and the ability to work collaboratively with a wide range of stakeholders.	E	A/I
Excellent standard of written communication.	E	A/I
Excellent interpersonal skills and the ability to work as part of a large multi-location team.	E	A/I
Effective organisational skills and the ability to plan to meet challenging deadlines.	E	A/I
Ability to solve problems and use initiative.	E	A/I
Qualities:		
Clear focus on customer service, business partnership and support for the objectives of the department and the College.	E	A/I
Willingness to learn, develop and undertake additional training in order to drive excellence throughout the role and the directorate being supported.	E	A/I
Ability to recognise sensitive information, work closely with managers to address and areas of concern, and keep matters confidential.	E	A/I
A focus on the teaching, learning and enrichment of our students and their experiences at College.	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

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

Produced by:	J Kershaw	Date Produced:	03/10/19
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