



JOB DESCRIPTION

JOB TITLE:	Learner Services Administration Coordinator
GRADE:	Grade H, £21,096.25 - £23,356.82 <i>(Please note that this salary is based on the post being term time only and includes holiday pay)</i>
DEPARTMENT:	Learner Services
HOURS:	37 hours per week, 41 weeks per year
RESPONSIBLE TO:	Deputy Head of Learner Services and Libraries, with accountabilities to the Careers and Employability Manager
CAMPUS:	Windsor
JOB PURPOSE:	<p>To coordinate the operation of student led activities and administration and to be the first point of contact for current student, parent and staff enquiries for the Windsor campus.</p> <p>To lead on all elements of service administration for the group</p> <p>To lead on the day-to-day support for the Careers and Employability provision for the Windsor campus.</p> <p>To act as a delegate for Learner Services management in the absence of staff on campus.</p>

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:-

1. To lead on day to day administrative support within the Learner Services and Libraries department including (but not limited to):
 - Coordinating the front line Learner Services reception support, including communication with parents and students, arranging meetings and welcoming visitors on behalf of Learner Services staff.
 - Coordinating the front line Learner Services reception support, including helping students and parents, emailing or telephone calls. Supporting key stakeholders to resolve queries and signposting appropriately.
 - Providing training to staff and ensuring team updates are disseminated where necessary.
 - Overseeing the inputting or updating of student data and general student record administration including maintenance of the student ILP where appropriate. Ensuring where necessary that audits are undertaken for quality purposes.
 - Developing new resources as required for the group or individual campus. Maintaining noticeboards and service literature, including digital resources / services, allowing for high quality advice and guidance to be given.

- Act as department campus lead for evening and cross college events such as acting as link for/greeting external speakers; freshers' fairs, open evenings, parent evenings, award events and community activities.
 - To be responsible for Learner Services administration tasks / projects as required for the Windsor campus in addition to project management for administrative tasks and processes for all campuses in the group, including but not limited to: production of letters, mail merge distributions, meeting minutes, memos or other administrative tasks.
- 2. To coordinate and provide current and relevant guidance for a range of departmental services such as welfare, travel and financial support, ensuring students can receive 'one stop shop' support at any point for the Windsor campus.
- 3. To provide support for senior managers, acting as a point of contact in their absence and liaising with necessary wider college staff to ensure promotion, awareness of Learner Services offers and good working processes with colleagues, including providing announcements at staff briefings.
- 4. To attend meetings on behalf of management, as a proxy where appropriate.
- 5. To take responsibility for the coordination and management of stationary and consumable items for all Learner Services teams, placing orders, raising purchase orders and managing a stationary budget where necessary.
- 6. To lead on the support for the campus Careers and Employability Service, including but not limited to:
 - Diary management for the careers advisors and Careers and Employability Manager when working at the Windsor campus.
 - In conjunction with the Career and Employability Manager to plan and execute large scale events or smaller campus specific careers activities.
 - To support on the administration of the UCAS system, Unifrog or other similar careers systems and software for the Windsor campus.
 - To work with the Careers and Employability Manager to contribute to the production of a college-wide careers and employability bulletin, supplying localised campus information for students, parents and staff.
 - To maintain record of careers related contacts, opportunities and activities for the Windsor campus.
- 7. To coordinate the organisation of careers and employability related activities both on and offsite, that may include:
 - Careers and employability related fairs or workshops.
 - Employer, training provider, college and university visits, in addition to inviting in other organisations that offer opportunities to students.
 - Taster or skills based sessions.
 - Information events.
 - Support sessions e.g. job clubs.
 - Volunteering or work experience opportunities.
- 8. To deliver non-careers specialist workshops / sessions for individuals and all groups of students, such as 16-18, HE, Adults and Foundation Learning, in areas such as; searching for opportunities online, basic CV skills, personal statement guidance, selecting university courses and other signposting activities that support development of careers-related and employability skills.

9. To collate campus specific data for the purpose of reporting on activities, trends and KPIs within the College for Learner Services and Careers and Employability administrative tasks, such as qualitative and quantitative feedback, contact records or participation rates.
 10. To provide support with other duties as may be reasonably requested.
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NOTE

The post will be primarily based at one of the college campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular
- The principles and procedures set out in the College's Safeguarding and Promoting Welfare for Children & Vulnerable Adults Policy.
- The principles and procedures set out in the Data Protection Policy

February 2019

PERSON SPECIFICATION

		ESSENTIAL	DESIRABLE	EVIDENCE
	Qualifications			
1	Educated to at least A level standard or equivalent experience of working at a senior administrative level in a customer services or educational environment.	X		AF
2	To have a relevant Level 3 or higher ICT qualification or demonstrable experience of working to a high level with Microsoft Office packages, including Word, Excel, Publisher and PowerPoint.	X		AF
	Skills and abilities			
3	Proven experience of and ability to confidently and effectively communicate with a range of key stakeholders, both in writing and verbally (face-to-face and on the telephone), in a range of different and sometimes difficult situations.	X		AF / IV
4	The ability to work accurately and independently with attention to detail, managing workloads effectively during peak periods.	X		AF / IV
5	A proven ability to manage multiple projects or areas of work at any time. Able to take direction and prioritise work from a range of senior members of staff.	X		AF / IV
6	Ability to be discreet and maintain high levels of confidentiality	X		AF
7	A proven, flexible approach to working practices including providing cover for team members		X	AF
8	Excellent level of problem solving skills and proactivity, with a proven ability to take initiative and work independently or seek further guidance where necessary.	X		AF / IV
9	Demonstrable interest in working with students, including adults but with particular young people.	X		AF / IV
	Knowledge and Experience			
10	Experience of working collaboratively and effectively as part of a wider, diverse team	X		AF / IV
11	Experiencing of working with a range of individuals including 16-18 and adults	X		AF
12	Knowledge and experience of careers and employability planning, including the UCAS process		X	AF
13	Experience of complex event organisation.		X	AF
14	Significant administrative experience at a high level, including the ability to take minutes, write reports and analyse/review data.	X		AF / IV

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview

All of the elements marked AF/IV will also be assessed at interview

All or some of the elements may be assessed by the Test/Presentation

All or some of the above elements may be assessed at interview