

Job Description

Administrator to Head of Faculty

Reporting to Head of Faculty for Humanities



The key purposes of this role are to:

- Provide comprehensive high quality administrative support to the Faculty Head, designated managers and course leaders.
- Ensure a high standard of customer care for students, staff and stakeholders.
- Ensure excellent communication, adherence to deadlines and compliance with College processes within, to and from your designated Faculty.
- Ensure that cross college projects and processes work successfully for staff and students.

	This post is accountable for:
Provide comprehensive administrative support to designated managers and course leaders	Effectively managing faculty calendar, meeting schedules and external contacts
	Providing administrative support to the Head of Faculty and, where directed, other staff within the Faculty.
	Coordinating the staff development applications, peer observation, staff appraisal and observation processes in your Faculty
	Act as secretary for key Faculty meetings and, where relevant, minute taking or writing up of minutes notes, and ensuring actions are progressed.
	Organise and manage Faculty Events and contribute to the organisation of major Cross College events as required.
	Working with HR to ensure the recruitment, interview and induction process for new staff is effective and runs smoothly. Taking part in the recruitment process where required.
	Take responsibility for delegated consumables ordering and ensure Faculty Head stationary supplies are always in place.
	Working with managers and Marketing to ensure a high quality of display in Faculty public areas
Customer care	Be a key point of contact for staff (including liaison with PT staff and assessors), students and parents, representing both College and Faculty effectively.
	Working with the Quality Officer, taking an oversight of customer care issues in your Faculty ensuring that they are properly recorded and actioned. This may include assisting with interviewing students.
	Liaising with Student Journey to ensure student voice data for the Faculty is understood by the Faculty Head, recorded and responded to.

	Ensuring that all classes affected by staff absence are cancelled and communication with students is effective.
Ensure good communication, adherence to deadlines and compliance with College processes in one Faculty	Ensure Faculty staff are briefed and prompted regarding college initiatives, processes and deadlines. Tracking actions to ensure that they are resolved satisfactorily.
	Taking oversight (including proof reading) of Faculty publicity material and written communication with stakeholders. This includes assisting the Faculty Head with editing or composing materials.
	Briefing the Faculty Head on relevant issues arising that may have an effect on your, or other, Faculties (such as pre-empting engagements or awareness of future events).
	Liaising on behalf of the Faculty Head with other College functions and external agencies where relevant. Reporting on issues where necessary.
	Ensure a timely flow of required information from the Faculty to other parts of the College including SLT, MIS, Marketing and HR. This includes staff absence reporting.
	Intervene to help resolve minor issues and identify improvements in processes.
	Overseeing and/or facilitating delegated aspects of the application and enrolment process, including residency paperwork checks and use of ENIC to comply with funding requirements.
	Ensure key Faculty processes and documents are compatible with College Policies and are up to date and accessible.
	Working with the relevant faculty managers and CTLs to ensure that all organisational and administrative requirements of external exam bodies and quality regimes are met in a timely fashion.
Ensure that cross college projects and processes work successfully for staff and students	Lead on designated cross-college initiatives or processes on behalf of all Faculties.
	Work collaboratively to ensure incremental improvements in College administration and communication.
	Provide some cover in the event of long-term absence of other Faculty Administrators.
	Undertake such duties related to the work of the College as may be assigned, consistent with your level of responsibility.

Annual targets for each element in this job description may be agreed annually with your Line Manager.

PERSONAL SPECIFICATION

We are seeking someone who closely matches the following criteria:

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Level 3 qualifications	Degree level qualifications
SKILLS/ PERSONAL QUALITIES	Outstanding organisational and interpersonal/team skills	Skills or experience in time management, prioritising
	The ability to relate to students quickly and effectively	
	Excellent customer service skills	
	Excellent written English	
	Strong monitoring skills	
	Outstanding communication skills, with the ability to work across and at all levels of the College, combined with the discretion and ability to maintain confidentiality	
	IT Literate	Strong IT skills (Microsoft Word, Excel and PPT)
	Punctual and reliable	
	Ability to work flexibly to meet College requirements	
	Enthusiasm, drive and positivity, plus the ability to work with limited direction	
	Able to cope effectively when things go wrong or practical difficulties emerge	
EXPERIENCE		Higher level administrative experience

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.

Indicators/ sources for reaching performance judgements (not exhaustive):

Performance will partly be judged using some or all of the indicators /sources but with line management judgement overall being the key criteria. This is not a comprehensive list and does not prevent or exclude any other source or indicator also being used, and needs to be read in conjunction with our College staff review policy

- Student Feedback (inc student survey)
- Parent feedback
- Faculty Head feedback
- Observation
- Dept compliance data
- Timeliness and quality of Faculty documentation
- MIS
- Team (inc assessment) records
- inc manager, peer and cross-college feedback