

Office (ISS) Administrator

- A. St Francis Xavier College is a Roman Catholic Foundation. All teachers should endeavour to maintain and develop the Catholic character of the College in accordance with the directions given by the Governors and subject to the directions given by the Principal. St Francis Xavier staff and students collectively agreed the values to which we should all contribute through consultation. These values are:**
- Kindness
 - Service
 - Faith
 - Inclusion
 - Courage
 - Honesty
 - Respect
 - Forgiveness
- B. The College has a strong commitment to equal opportunities and respect for all members of our community regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.**
- C. This post is offered subject to the conditions of service as set out in the agreed contract.**
- D. For further information about the duties of all members of staff, terms and conditions, mission and policy framework of the College please see Staff Handbook available on the College intranet.**
- E. This job description is non-contractual. This means that should the needs of the College change in the future, the Principal may require reasonable variations consistent with the job title. Such changes will only be made after consultation with you.**

Reporting to: Integrated Student Services Operations Manager

Hours: 35 hours per week, all year round, 8.30am-4.30pm

Overview: Your position is part of the Integrated Student Services (ISS) Department. SFX support staff will continue to work flexibly in liaison with each other to ensure an outstanding service is provided to the students and teaching staff. As a member of the ISS Department, you work as part of a cohesive team and will be asked (and trained) to assist your fellow team members with their duties particularly at busy times or when the needs of the college calendar or staff absence dictate. The College remains committed to supporting your work in the Integrated Student Services Department and if you require further training or assistance with prioritisation or time management, you should discuss these issues with your line manager.

Purpose of the role:

To contribute to all aspects of Integrated Student Services and to provide comprehensive, effective and efficient support for administrative systems for staff and students. To assist the Student Services Operations Manager in the smooth running of the ISS office and to undertake administrative tasks with in liaison with the team.

1. To assist with the maintenance of electronic and manual student records including student files and annual roll.
2. To assist at reception in receiving visitors, dealing with staff and student queries.
3. Answering the telephone from within the office at all times. Answering and dealing with queries on the walkie-talkie system.
4. Supervising students, in co-operation with other administrative staff, to ensure a calm environment within reception.
5. To assist with the College's outgoing and incoming post.
6. To act as a Minute taker for meetings as and when required, as part of a staffing rota.
7. To assist in the administration of the student suspension system up to permanent exclusion letters going out. This will include collating information, including previous incidents, liaising with tutors for student references and typing letters.
8. To assist with the preparations for and operation of the College Open Day. Attendance at same to be recompensed by additional payment or time off in lieu.
9. To assist with the preparations for and operation of Progress Review Evenings. Attendance to be recompensed by TOIL.
10. To engage in CPD as required to enable the post holder to fulfil all the duties of the post.
11. To work with the team in emergency situations, e.g. Fire Alarm, First Aid, in a calm and professional manner.
12. To assist with the interrogation and updating of electronic registers as required. Training will be provided.
13. To contribute to the Departmental SAR on an annual basis in liaison with the ISS Operations Manager and the team.
14. To assist your fellow team members with urgent priorities, maintaining an overview of their duties to enable you to cover as necessary – this to include frontline Finance operations, Bursary enquiries and Examinations procedures. Full training will be provided.
15. To assist with monitoring the College enquiries@sfx.ac.uk email inbox as required.
16. To have an awareness of, and commitment to, the College's policies on Health and Safety, Equality, Diversity and Inclusion, Prevent and Safeguarding.
17. To support the Ethos and Values of St. Francis Xavier College.
18. Any other duties within the remit of the post as may be required.

Person Specification:

Qualities and Skills	Essential	Desirable
Qualifications or commensurate experience to enable you to carry out your role.	Yes	
Experience of using voice menu / call flow (IVR) intelligent communication phone and message systems.		Yes
Ability to word process accurately	Yes	
Ability to take accurate meeting minutes and summarize issues/decisions in real time, or a willingness to train to the appropriate standard.		Yes
Customer Services skills to the highest level.	Yes	
The ability to work within a team and maintain a professional and efficient service to the College.	Yes	
Experience of effective communication with all stakeholders, both internal and external	Yes	
Ability to prioritise workload and remain calm under pressure	Yes	
Computer skills necessary for the post i.e. Windows packages, EBS, and Dashboard or a willingness to train to the appropriate standard.	Yes	
Experience of working in a post 16 Educational environment		Yes
A commitment to personal development.	Yes	
A commitment to the Health and Safety of staff and students.	Yes	
The ability to work flexibly within the ISS Department in line with emerging priorities, the College calendar and staff absence as directed by the ISS Operations Manager.	Yes	
A commitment to all College policies to include Health and Safety, Equality, Diversity and Inclusion, Safeguarding and Prevent.	Yes	