

## SOUTHEND ADULT COMMUNITY COLLEGE

### JOB DESCRIPTION

Job Title	Business Support Manager (Staff and Learner Services)
Reports To	Principal
Level	Level 8 (£29,909 - £36,153 per annum)
Main Purpose of the Job	<p>To lead the staff and learner services functions within the College (Registry team, Information, Advice and Guidance, HR administration and Business Support)</p> <p>To lead and provide strategic direction to the frontline learner support services within the College including the registry function, enrolments and admissions, information advice and guidance, senior leadership team and Governing Body business support and HR administration.</p> <p>To provide the highest standard of service to learners throughout their time with the college, working proactively with colleagues around the college to meet the needs of the organisation.</p> <p>To be part of the College's Leadership and Management Group</p>
Key Responsibilities	<ol style="list-style-type: none"> <li>1) To give guidance, direction and support to immediate line management reports, including appraisals and regular 1:1s</li> <li>2) To ensure that robust and consistent administrative and customer facing policies and procedures are developed, adopted and maintained across all College sites, with a focus on effective use of technology, management information and other resources.</li> <li>3) To lead on developing and implementing new ways of working with a view to streamlining administrative processes, in particular in relation to enrolments, payments, learner enquiries, reception services, information and advice and general administration</li> <li>4) To create a strong customer care culture across the College, ensuring that all learners, staff and stakeholders receive a first-class service.</li> <li>5) To lead and co-ordinate the efficient, effective, accurate and responsive administrative support service provided by the Registry Office function with high levels of customer service to learners, staff and external partners.</li> <li>6) To ensure working practices within the Registry Team are compliant with the ESFA funding rules</li> <li>7) To ensure the administration teams work within the good practice guidelines for cash handling, storing and banking.</li> <li>8) To lead on administering and monitoring Learning Loans, Discretionary Learning Support and bursary applications, and report on progress</li> <li>9) To manage the Human Resources administration of the College and ensure that the service complies with Southend Borough Council's recruitment and selection guidelines.</li> <li>10) To be responsible for leading, co-ordinating and monitoring a range of cross – College compliance procedures including complaints, Freedom of Information and Subject Access Requests, and Data Protection</li> <li>11) To liaise and work co-operatively with all teams across the College that support learners e.g. examinations and marketing officers</li> <li>12) To ensure effective and efficient administrative support is available to the Senior Leadership Team and clerking services are provided to the Governing Body</li> </ol>

	<p>13) To be part of a team of managers providing Duty Manager cover</p> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Attend all mandatory training as required by the college and promote and support the college's responsibility towards safeguarding.</li> <li>• Uphold and promote the college's policy on Data Protection, being mindful of their responsibilities under the act in processing personal data and of the implications of unauthorised disclosure.</li> <li>• To monitor Health and Safety within area of responsibility and report any issues to the Head of Finance and Operations</li> <li>• To be familiar with all appropriate college policies and procedures</li> <li>• To take part in the appraisal process and take part in required training/CPD.</li> </ul> <p>The duties above are neither exclusive nor exhaustive and the post holder may be required by the line manager to carry out appropriate duties within the context of the job, skills and grade.</p> <p>This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the duties as set out above.</p>
Standard Requirements	<p>To be familiar with Equal Opportunities, Safeguarding and Prevent good practice and the College's requirements for Diversity &amp; Equality and to implement this in all aspects of working practice and promote it in the team and workplace</p> <p>This role requires a DBS check</p>

## PERSON SPECIFICATION

Attributes	Activity	Essential	Desirable	How evidenced
Qualifications or membership to registered Body	Level 2 English	√		Certificate
	Level 2 Maths	√		Certificate
	Level 2 IT qualification	√		Certificate
	Level 3/4 Management	√		Certificate
Knowledge and experience	Experience of leading and directing a team.	√		Application / interview
	Co-ordinating workloads	√		Application / interview
	Advance skills in using Word, Outlook, Excel.	√		Application / interview
	Experience of using databases.	√		Application / interview
	Proven experience of working successfully as a member of a team	√		Application / interview
	Experience of working in a customer focused role	√		Application / interview
	Experience of working within an office environment	√		Application / interview
	Experience of implementing policies and procedures.	√		Application / interview
	Working to tight deadlines	√		Application / interview
	Proven experience of working with people from a range of different backgrounds		√	Application / interview
Council Competencies	Ability to be flexible, with a can-do attitude and work independently	√		Interview
	Ability to prioritise workload and work accurately with attention to detail.	√		Interview
	Ability to work under pressure.	√		Interview
	Ability to influence and lead colleagues	√		Interview
	Ability to seek out and understand the expectations and needs of customers/clients	√		Interview
	Seek regular feedback from customers and colleagues and use this to continuously improve service delivery.	√		Interview

	Excellent communication skills; both written and verbal.	√		Interview/Reference
	Ability to work as part of a team.	√		Interview/Reference
	Ability to maintain confidentiality at all times and act with discretion.	√		Interview/Reference
Additional Information	Willingness to perform First Aid duties (with appropriate training)		√	Application / interview
	Willingness to work as part of the colleges Safeguarding team (with appropriate training)		√	Application / interview
	This post requires evening working.	√		