



Croydon  
College



COULSDON  
SIXTH FORM COLLEGE



Croydon  
University  
Centre

## **CREATING GREAT FUTURES**

At Croydon College Group our staff are passionate and committed to achieve the very best outcomes for our students. We recognise and value our people as our most important asset in achieving each of the aspirations within our [College's Strategic Plan 2019-2024](#). We believe it is through our people that an excellent student experience will be delivered, and this will have a positive impact in our local community. We value inclusion and we are committed to the promotion of equality, diversity, and inclusion, ensuring we have a diverse, skilled, and motivated workforce who are empowered and engaged. This makes our College a unique, vibrant and rewarding place to work.

Our visions and values ensure that we put our students first and value our staff. You can view a short video on our vision and values [here](#).

## **JOB DESCRIPTION**

### **Overall Purpose Scope:**

The post holder will undertake assigned responsibilities effectively and efficiently and within regulatory and legislative requirements; achieve individual, departmental and corporate targets within the College's annual planning and staff performance review processes and budgetary constraints in order to create and maintain the high performance of students and the College.

### **Main Duties and Responsibilities:**

1. To provide administrative support to the team
2. To manage and coordinate the EHCP process to meet statutory deadlines. To be involved in provision mapping, evidence gathering, liaising with internal and external professionals and parents, in line with the SEND code of practice
3. To liaise with local authorities, college staff, external professionals/carers, parents and students as required under the guidance of line manager
4. To maintain and ensure the accuracy of learner data on the College Management Information System.
5. To provide a responsive service to all users of the service, acknowledging the College's commitment to customer focus and equal opportunities.
6. To provide efficient and effective administrative support to the team and to the college

7. To ensure the accurate and timely recording of learner data onto the College Management Information System.
8. To work with the team to monitor learner attendance by contacting learners/ parents and carers to ascertain reasons for non-attendance, processing amendments to learner programmes and running, checking and acting upon accuracy reports.
9. To produce letters and other appropriate word-processed work in support of the service, including; assessment letters, course literature, revalidations, timetables, course/programme lists, references, records of achievement documentation and statements.
10. To produce and design internal/external forms or proformas as necessary, using Microsoft Windows packages (Word, Excel, PowerPoint, etc.)
11. To take minutes as designated meetings and to cover in the event of staff sickness or absence for other meetings, as directed.
12. To maintain appropriate files, such as course files and student files, and to implement new procedures as necessary.
13. To liaise with the appropriate managers/head of schools to input, update and maintain the departments timetabling information using the College Information System.
14. To participate in general office duties, such as sorting and distributing mail and packages, internal circulars and hand-outs, and carry out appropriate photocopying, not including lesson materials.
15. To deal with student telephone and personal enquiries made to the area and pass on messages to staff in the prescribed manner.
16. To participate in enrolment duties, including postal enrolments, as required.
17. To undertake such other duties compatible with the post as may be required by line manager and the college senior management team as and when necessary.

## Person Specification

	<b>Essential</b>
<b>Qualifications</b>	<ol style="list-style-type: none"> <li>1. Level 2 literacy and numeracy or willingness to achieve this.</li> <li>2. A qualification in Business Administration</li> </ol>
<b>Experience</b>	<ol style="list-style-type: none"> <li>3. Experience of coordinating EHCP reviews</li> <li>4. Experience of coordinating consultations</li> <li>5. Significant previous experience of working in a busy administration environment.</li> <li>6. Experience of working to deadlines and dealing with changing priorities.</li> <li>7. Have a proven track record of customer service, including face to face, phone and email communication.</li> <li>8. Have a proven track record of effectively working as part of a team and establishing good working relationships with others.</li> </ol>
<b>Skills &amp; Attributes</b>	<ol style="list-style-type: none"> <li>9. Good working knowledge of Microsoft Office packages, including Word, Excel and Outlook.</li> <li>10. Ability to understand data management systems and data inputting.</li> <li>11. Effective communication skills, both written and verbal, which is customer focused.</li> <li>12. The ability to take a flexible approach to work by organising and prioritising workload to meet deadlines.</li> </ol>
<b>Other</b>	<ol style="list-style-type: none"> <li>13. Sound understanding and proven commitment to Equality and Diversity, Safeguarding and Health and Safety.</li> <li>14. Commitment to continuous improvement of work and self-development.</li> <li>15. Be committed motivated and enthusiastic and have a commitment to deliver an exceptional customer service.</li> </ol>

NB: This job description and persona specification outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

## Safeguarding

This post is recruited in line with Safer Recruitment practices. You must demonstrate in your application, your ability to work in a way that promotes the safety and wellbeing of children and young people. If you are successful, this post will be subject to an enhanced DBS check and other onboarding requirements in line with the [Keeping Children Safe in Education Guidelines](#).

### **Staff Benefits**

Apart from our great location, our wonderful staff and positive culture, we also offer a range of other staff benefits. This includes:

- Generous annual leave
- Defined benefit pension schemes
- Cycle to work scheme
- IT salary sacrifice scheme
- UNIDAYS online discount
- Costco membership card
- TOTUM NUS Extra Card
- Annual season ticket loans
- On-site [Aura Hair and Beauty Salon](#) offering hairdressing, beauty and complementary therapies at competitive prices
- Access and use of the College library

We also value staff development and have 7 days a year planned for staff development, including elements of team development, socialisation and staff wellbeing.

### **Next Steps**

If you are as passionate about making a difference, we look forward to receiving your application and joining our great college group.

Apply via: <https://croydon.ac.uk/student-life/job-vacancies/>

**Closing Date: 16 July 2023**

**Interview / Selection Date: Week commencing 17 July 2023**

