



Support Staff Team Member College Office Administrator



Employment Status:	Full Time, All Year Round, Permanent Role
Required from:	January 2022
Job Location:	Whole College Post, Catford
Application Closing Date:	0900 Monday 6 December 2021
Interview Date:	Longlist: Thursday 9 December 2021(Online) Shortlist: Tuesday 14 December 2021 (Onsite)



THE DEPARTMENT

The Support Staff Team is made up of a large number of highly professional, hardworking and dedicated staff, covering the following business and operational functions of the College:

- Administration
- Admissions
- Commercial Enterprise
- Development & Fundraising
- Finance
- Health & Safety
- Human Resources
- IT Services
- Marketing
- Property & Facilities
- SEND, Pastoral and Medical Support
- Teaching, Learning and Futures Support

These support service teams consists of approximately 120 employees who ensure the successful day-to-day running of the College.

Led by the Head of Operations (Administration) the Administrative Services Team operates in various offices across the College and consists of:

- The Head of Operations (Administration)
- Five Personal Assistants
- Two College Office Administrators
- One Co-Curricular Administrator
- One Futures and Sixth Form Administrator
- Two Receptionists
- One Reprographics Assistant

THE ROLE

The successful applicant will be part of a well-established and experienced team reporting to the Head of Operations (Administration).

Responsibilities will include:

Providing a range of administrative, technical, and practical services to support the effective and efficient running of the College Office. The post holder will be based in the main College Office and will be the first point of contact for all staff and student enquiries, providing excellent customer service to all stakeholders.

JOB DESCRIPTION

Responsible to: Head of Operations - Administration

The following list is not exhaustive but serves as an indication of what the role encompasses:

- Process, input and maintain the pupil database (iSAMs)
- Export regular and ad-hoc reports as requested from our internal databases
- To update and maintain parent contact information held on the pupil database and assist with Parent Portal queries
- To maintain the pupil archive in accordance with college procedures and retention guidelines
- To manage the College Office e-mail account and action requests accordingly
- To work alongside the Head of Operations (Administration) to ensure that all administrative requests are actioned in a timely and accurate manner
- To provide administrative assistance for the internal examinations process
- To provide administrative support for College events
- To oversee the events catering database (Bluerunner) liaising with the catering manager and academic department heads
- To assist with the co-ordination and ongoing provision of the school coach service
- Work closely with the Bursary team, providing administrative support where required
- To assist with the recording of late arrival of students to the College
- To monitor and update the MIS with information of students who leave the site early during the day
- Work closely with the attendance officer to share information and update where possible
- To ensure up to date fire registers are available in the event of an evacuation and assist where required
- To greet visitors professionally and take responsibility for their welfare in the event of an evacuation
- To select and effectively use the most appropriate form of communication channel to resolve queries promptly and satisfactorily, directing enquiries to colleagues as required
- To manage the administration of staff pigeonholes, liaising with the Human Resources team
- To monitor office and stationery stock and replenish supplies as required
- To comply with policies and procedures relating to child protection, health & safety, welfare, security, confidentiality, and data protection, reporting any concerns to the appropriate person
- To provide cover for other colleagues in the administration team when required
- To provide Reception cover during the Exeat periods
- To perform any reasonable duties as requested by the Head of Operations – Administration, Deputy Bursars or Bursar

SAFEGUARDING DUTIES & RESPONSIBILITIES

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be expected to uphold this duty with regard to all children and young persons for who they are responsible and with whom they come into contact.

This role is a teaching support role involving extensive contact with and responsibility for children.

HOURS OF WORK

Full time (37.5 hours per week), all year round

Daily hours of work will be 0800 – 1600.

Some flexibility will be required with this post, for example attendance at key events such as College Open Events. Any additional hours worked can be taken flexibly as Time of in Lieu.

PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Qualification/s and Training		
Administrative qualification		X
Experience		
Experience of working in an office environment	X	
Experience of working in a school setting		X
Experience of GDPR and Subject Access requests		X
Skills and Knowledge		
Excellent literacy/numeracy skills	X	
Competent in the use of IT packages, including word processing and Microsoft 365	X	
Excellent written and verbal communication skills, with a 'customer service' approach	X	
The ability to work in a fast-paced environment, managing various tasks and systems simultaneously and effectively prioritising workload whilst using own initiative	X	
Strong and adaptable IT skills, including the ability to pick up new systems and processes quickly	X	
Strong organisation skills with excellent attention to detail	X	
Personal Qualities		
Eagerness to learn	X	
Flexible in approach and a willingness to respond to changing priorities	X	
Ability to work under pressure	X	
Hard working, professional work ethic, with a desire to deliver high standards	X	

Warm and friendly manner, with an ability to work effectively with Students, Staff and Parents, both alone and as part of a team	X	
Ability to use own initiative, to ensure the smooth operations of the organisation	X	
An effective team player, working collaboratively with others	X	
High level of confidentiality and trust	X	
First Aid trained or willingness to undertake training to become a qualified First Aider		X

THE PACKAGE

Salary: £21,225 to 26,530

Pension: Contributory Pension Scheme ISPS (DC)*

Benefits: Tuition fee remission (which is means tested and capped) and no registration fees*
Private Health Care Insurance (50% paid by employer) with reduced health club membership
Health care cash plan
Free lunch and beverages, during term time
Staff Accommodation (subject to availability; competitive market rate)
Free off-road parking
Salary Sacrifice Schemes
Season Ticket Loan
Free winter and summer social events
Annual flu immunisation

*Conditions apply