

## **Job Description - Student Journey Administrator**

**Reporting to:** Student Journey Manager



### **General responsibilities**

The role is to carry out a wide range of duties within in the Student Journey area primarily supporting and providing comprehensive support to designated managers and course leaders. Specifically providing attendance monitoring cover, maintaining the staff absence spreadsheet, maintaining, and updating of College Trips, College correspondence including references/disciplinary and warning letters, support to the procurement team with low level ordering and control of college credit card and specific (3 mornings a week) administrative support to Faculty Head of Academic support.

The post holder will be working in a key area of the College with a high degree of customer and staff contact and will report to the Student Journey Manager.

The duties will be wide-ranging, and the post holder will be expected to work flexibly in assisting the College in carrying out its clerical and administrative function.

The role includes working with a staff body of over 340 people, both teaching and support, and over 2,950 students.

### **Areas/Functions relating to this position**

The post holder will have responsibility for the following areas.

### **Detailed Duties and Tasks of this Position**

- To provide administrative support to Faculty Head Academic Supports (3 mornings a week)
- Maintain staff absence spreadsheet
- Maintenance of College Trip records and all supporting documentation
- Support to the Student Journey in managing the College student absence reporting system.
- Support to line manager in organising Parents Evenings and College Choice's days.
- College correspondence including:
  - References
  - Disciplinary and warning letters
- Providing support to Procurement with low level ordering and management of College credit card
- Working on main reception desk dealing with queries from staff, students and the general public by phone or in person.
- A full working knowledge of reception functions – dealing with first aid, lost property, allocation and monitoring of College mini-buses and mobile phones, dealing with all visitors

and ensuring all safeguarding requirements are met in relation to maintaining and issuing of visitor passes.

- Provide clerical administrative support to other areas of the college when necessary.

### PERSONAL SPECIFICATION

We are seeking someone who closely matches the following criteria:

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	Good level of English written and verbal, ideally Maths and English GCSEs A*- C or equivalent.	
<b>SKILLS/PERSONAL QUALITIES</b>	Excellent verbal communication skills, good written communication skills, confident telephone skills, ability to deal with staff, students, parent and suppliers.	
	Confident with IT especially word processing.	
	Able to learn new tasks quickly, be organised, able to work accurately and use their own initiative.	
	Good timekeeping and able to organise	
	Ability to manage a varied workload	
	Able to be flexible and adapt quickly to change	
	Positive, enthusiastic and motivated	
	Suitable to work in a College environment in the presence of children, young people and vulnerable adults and to act accordingly.	
<b>EXPERIENCE</b>		Previous experience in administration role

This job description sets out the main duties of the post at the date on which 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.