



JOB DESCRIPTION

Post:	STEM & HEALTH CENTRE ADMINISTRATOR
Responsible to:	IOT Development Manager
Salary:	Full Time, 37 hours £21,050 - £24,853 per annum Scale 3 – 4 Points 18 - 24
Conditions of Service:	Truro and Penwith College Conditions of Service
Main Purpose of Job:	<p>To offer a professional, supportive administrative service to all staff and students within the STEM & Health Centre</p> <p>To support the IOT and PTL's with College Data functions relating to the programme area to include, but not restricted to, timetabling, register amendments, enrolments and the validation of the information recorded.</p> <p>To provide administration and data entry duties in addition to secretarial duties as well as administrative support alongside the Programme Team Administrators (PTA's) for the relevant Programme Team Leaders.</p>

The role requires a very flexible approach to workload and the ability to move to support all administrative functions as the need arises.

To support the Programme Team Leaders in liaison with their PTA's with the effective provision of the programme area information to SMT, MIS and other areas within the College as required.

Reception, switchboard and Enquiries, and to offer a first-class customer service experience and a cheerful and supportive service to both students, staff members and the public. This could be face to face, over the telephone and in all written communications.

To give information, advice and signposting in response to enquiries on the College switchboard and in person.

To undertake reception duties. To receive visitors to the College and deal with initial enquiries from members of the public, students and staff, ensuring all course prospectus information is available at all times.

To perform various duties associated with the College's administrative functions. These may include filing, photocopying, student enrolment, receipting payments and associated cash handling.

To input data into the College Management Information System.

To assist with inputting student parking permits and maintaining the database.

To assist with Transport queries,

To keep staff/student records on relevant databases up to date.

To support and administer events and trips specific to the department.



To undertake any general word processing administrative duties such as filing, photocopying.

To assist all areas of the College with tasks such as bulk mailing, data entry, filing, photocopying, and other various administrative duties

To assist the Admissions Officer as and when required.

To deal with enquiries from internal and external sources to provide an effective response to students, staff, parents, clients and other stakeholders.

To assist with the organisation of and support with open day/evenings, Parent/Carer evenings, Learner Voice meetings and student award ceremonies.

To disseminate information to programme area staff as required including receive and prioritise incoming mail.

Arranging meetings, planning appointments and room bookings and refreshments for meetings.

To liaise with external and internal stakeholders, suppliers and outside agencies as and when required.

To prepare documents as required using Microsoft Word, Excel, Power Point, and other applications and databases.

Arranging meetings, taking minutes where necessary, planning appointments and room bookings and refreshments for meetings.

To maintain office records and files as necessary to audit standards.

Dealing with queries from staff, students, and external bodies.

To undertake such cross-college responsibilities as may from time to time be ascribed to the post.

The staff member must be flexible when day to day priorities require a change in focus for the role.

To respond flexibly to the varied requirements that will inevitably emerge in the process of developing the scope of the department.



General Requirements: As a member of staff the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed.

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high-quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with college procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To maintain the highest standards of professional behaviour at all times (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of college equipment, premises and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.



PERSON SPECIFICATION STEM & HEALTH CENTRE ADMINISTRATOR

Ideally, the person appointed will have the following skills and experience:

- Good level of literacy, numeracy, communication and organisational skills to communicate effectively with a wide range of audiences both oral and written.
- Possess excellent IT skills in Microsoft Office applications.
- Excellent accuracy levels and be confident using spreadsheets and in-house data systems.
- European Computer Driving Licence, or equivalent.
- Excellent inter-personal skills.
- A willingness and flexibility to learn and then operate new procedures effectively.
- Well organised, able to manage own time effectively and to develop contingencies to cope with the unforeseen.

The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list you could be fined or face a prison sentence.

Truro and Penwith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.