Job Description

Post:	**Learning Support Administrator**
Salary Grade:	**Band 7, Points 24 - 28**
Responsible to:	**Head of Learning Support**

Key Purpose:

1	**To provide comprehensive administrative support to the Learning Support Team, enabling them to provide high quality and effective support to learners**
2	**To ensure a clear paper trail is in place to ensure learners receive effective and timely support and records are auditable. This includes High Needs Funded and EHCP learners**
3	**To assist the Head of Learning Support in monitoring learner data and staff deployment, ensuring that the department's resources are deployed effectively to ensure that Additional Learning Support targets are met**
4	**To provide comprehensive administrative support relating to the organisation and monitoring of access arrangements for learners requiring reasonable adjustments in exams**

Responsibilities:

1	Participate in key College processes as required e.g. enrolment
2	To act at all times in accordance with College policies e.g. Health and Safety, Equality & Diversity, Inclusion, Quality Assurance and the College Charter
3	To work flexibly in the interests of the organisation as required
4	To participate in appraisal and to undertake staff development activities as appropriate
5	To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for, or come into contact with.

Duties and Responsibilities:

a	To maintain accurate database/spreadsheet records and the college's MIS/intranet, to collate and present data. Daily tasks such as data inputting/retrieval and general administrative tasks.

b	To deal with highly confidential learner information. To process all student interview records and referrals, interpreting information and analysing learner need. To pass referrals to relevant team members e.g. Dyslexia/SPLD Co-ordinator, Learning Support Coordinators, Exams Team, other e.g. Pastoral team/Student Services.
c	To advise and support the LS Team regarding the general running of the department in the absence of the Head of Learning Support, problem solving day to day issues such as staff absence, rooming problems etc.
d	To monitor staff deployment data (hours logged), enabling categorisation of different staff to ensure accurate and auditable costs. Support the Head of Learning Support by providing accurate data ensuring ALS target can be met.
e	To act as the main point of contact to all members of the LS Team regarding e.g. access to data (resolving queries/errors), access to resources.
f	To act as a point of contact for learner enquiries either face to face or over the phone, providing information and guidance referring them to other teams members where appropriate.
g	To monitor ALS costs accumulated against each learner and provide reports of costs to Co-ordinators, Manager / Deputy Manager and Senior Managers where applicable. To directly advise team members regarding learners who are under funding threshold.
h	To participate in the design and implement accurate systems to record and track support e.g. Referrals, Access Arrangements, etc
i	To Liaise directly with the LS Coordinators and where applicable other teams such as student services, Exams, etc. to ensure that learners get the best quality of support possible.
j	To take key responsibility for a specified area of administrative support. To be directed by Managers and may differ during different periods of academic year e.g. Access Arrangements for exams/tests (including exams planning), Funding, producing and uploading documents / proformas, dealing with information from schools/outside agencies including EHCP and HNF information. Placing stock orders and tracking purchase orders utilising College Finance systems and keeping within budget constraints in liaison with the Head of Learning Support.
k	To write and compile accurate reports relating to specific areas of ALS, checking of information and working to external and internal deadlines such as JCQ exam access arrangements and the annual review cycle.
l	To take accurate minutes and notes during a range of meetings pertaining to Learning Support e.g. team meetings, local authority meetings and annual reviews, where appropriate.
m	To use intranet reports to identify learners who have disclosed additional needs and contact them via letter and record actions on the intranet. Process Individual Health Care Plan / RA's / PEEP's, upload to intranet and notify tutors.

n	To produce and send out correspondence both internally and externally to learners, contacts at schools etc. Processing of information received from eg. Schools, Connexions etc. and recording of this via the intranet. Deal with enquiries from schools, outside agencies and parents.
o	Place orders, receive and record deliveries, monitor stock levels and liaise directly with the finance department / suppliers to resolve queries.
p	To produce leaflets, guidelines, newsletter notices etc. and contribute towards the general management of resources and the environment in the Learning Support Centres.
q	To meet with other administrators, the Manager/Deputy Manager and LS Co-ordinators to discuss/review systems and paperwork, quality issues, staff logged hours.
	To carry out any other duties commensurate to the post as required by your Line Manager / Senior Manager

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign and date the job description:

Name of the post holder:

Line manager to sign and date the job description:

Name of the line manager:

Person Specification - Learning Support Administrator

	Essential	Evidence	Desirable	Evidence
Qualification	1. Level 3 qualification in a relevant area(or willingness to achieve this within two years of appointment)	Certificate	a. Supervisory qualification	Application / Certificate
			b. Additional IT or Administrative qualifications at an appropriate level	Application / Certificate
	2. Literacy Level 2	Certificate		
	3. Numeracy Level 2	Certificate		
	4. IT Level 2	Certificate		
Professional Development	5. Evidence of ongoing professional development	Application / Interview		
Knowledge	6. Management information systems	Application / Interview	c. Supervisory experience	Application / Interview
	7. Admin processes such as data inputting, filing, using templates etc.	Application / Interview	d. Knowledge/Experience of inspection frameworks in the context of Additional Learning Support	Application / Interview
			e. Knowledge/experience of LSC funding methodology and audit requirements with regards to Additional Learning Support	Application / Interview
Experience	8. Experience of building good working relationships with outside agencies/suppliers etc.	Application/ Interview	f. Other IT experience e.g. Desk top publishing	Application / Certificate
			g. Familiarisation with services for learners provided in a 6th form college e.g. Dyslexia Assessment and support and their importance	Application/ Interview
	9. Experience of working with confidential client or learner information	Application/ Interview		
	10. Experience of working with Microsoft Office Applications particularly spreadsheets and databases	Application/ Interview	h. Experience of working to tight deadlines	Application/ Interview
			i. Experience of the issues facing young people or adults with barriers to their learning	Application/ Interview
	11. Experience of implementing quality control systems to ensure data is accurately processed/ recorded/ filed	Application/ Interview		

Skills/ Qualities	12. Advanced skill level in working with Microsoft Office Applications particularly spreadsheets and databases	Application/ Interview	j. Ability to review systems and procedures with a view to making processes more efficient	Application/ Interview
	13. Accurate data inputting skills and ability to identify and correct errors	Application/ Interview	k. A positive, pro-active approach to solving problems and ability to deal with complex situations calmly and methodically	Application/ Interview
	14. Ability to work under pressure whilst maintaining accuracy and meeting deadlines.	Application/ Interview		
	15. Good negotiating skills, diplomacy and teamwork skills in liaising with teaching/support staff	Application/ Interview		
	16. Ability to co-ordinate and motivate staff	Application/ Interview		
	17. Excellent organisational, administrative and prioritisation skills	Application/ Interview		
	18. Excellent interpersonal skills	Application/ Interview		
	19. Ability to build good relationships with students, staff and suppliers	Application/ Interview		
	20. Ability to keep calm in difficult situations	Application/ Interview		
	21. High level communication skills: oral, written and IT	Application/ Interview		
	22. Flexible approach to work	Application/ Interview		
	23. Ability to work on own initiative	Application/ Interview		
Other	24. Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with	Appointment		

	children/ vulnerable adults 25. Commitment to College policies i.e. Health and Safety, Equal Opportunities, Inclusion, Quality Assurance and the College Charter 26. DBS check acceptable to College will be undertaken for successful applicant	Appointment Appointment		