JOB DESCRIPTION

JOB TITLE: Learning Support Department Coordinator

ROLE OVERVIEW

Job Title:	**Learning Support Department Coordinator**
Grade/Salary:	**EC4**
Department:	**Learning Support**
Location:	**Barnstaple**
Contract Hours:	**37 Hours Per Week**

KEY ROLE OBJECTIVES

The Learning Support Department Coordinator provides a professional and efficient administrative and reception function for the Learning Support Department at North Devon.

The postholder will be the main point of contact for the department, providing excellent customer service and communication to students, parents and carers, College staff, external professionals and other stakeholders.

The role will coordinate the day-to-day administrative functions of the department, including communications, Exam Access Arrangements information gathering, purchasing, payroll administration, staff onboarding, resource management, record keeping and general administrative support to Learning Support managers.

The postholder will require excellent organisational and communication skills, a high level of accuracy and the ability to manage a varied workload independently while working effectively with colleagues across the College.

Main Duties

Department Administration and Customer Service

- Act as the main point of contact and reception function for the Learning Support Department, managing telephone, email, written and face-to-face enquiries in a welcoming, professional and efficient manner.
- Coordinate departmental communications with students, parents and carers, staff, external professionals and organisations, ensuring enquiries and information are directed appropriately and responded to within reasonable timescales.

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- Provide general administrative support to Learning Support managers and the wider department, including correspondence, appointments, bookings, meetings, records, documentation and information gathering.
- Maintain accurate administrative systems and records and ensure departmental information is organised, accessible and kept up to date.
- Communicate important information, concerns or issues accurately and promptly to the appropriate line manager.
- Regularly review administrative processes and contribute to improvements in efficiency, organisation and customer service.

Exam Access Arrangements Administration

- Provide administrative support for the Exam Access Arrangements process, with particular responsibility for contacting external organisations, schools, professionals and other relevant agencies to obtain appropriate supporting documentation and evidence.
- Receive, record, organise and securely maintain documentation received in support of Exam Access Arrangements.
- Maintain systems to track requests, evidence received and outstanding information, following up external organisations where necessary.
- Ensure information is passed accurately and promptly to the appropriate Exam Access Arrangements staff to support assessment and decision-making.
- Maintain confidentiality and ensure all documentation is managed in accordance with College procedures and data protection requirements.

Staff, Financial and Resource Administration

- Coordinate departmental purchasing, including raising purchase orders, maintaining appropriate records and ensuring purchases follow College financial and procurement procedures.
- Maintain and coordinate staff payroll and associated administrative information, including hours, timesheets or other documentation as required, ensuring information is accurate and submitted within required timescales.
- Support the onboarding and induction of new Learning Support staff, including coordinating access, equipment, resources, departmental information and other administrative requirements.
- Coordinate departmental resources, equipment and bookings, maintaining appropriate records and supporting the issue, return, retrieval and replacement of resources where required.

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- Maintain accurate staffing, financial, resource and other departmental records as required by Learning Support managers.

Information Management and GDPR

- Maintain accurate and secure departmental records in accordance with College policies, UK GDPR and other relevant data protection requirements.
- Support the department in following appropriate processes for storing, sharing, retaining and disposing of personal and confidential information.
- Monitor routine departmental administrative processes to help ensure GDPR and information security requirements are followed.
- Maintain confidentiality when handling student, parent, staff and organisational information and report any concerns relating to information security or data protection to the appropriate manager.

Working with the Department and Wider College

- Work collaboratively and professionally with colleagues within Learning Support, curriculum areas and other College departments to ensure effective communication and administration.
- Develop positive and professional working relationships with external organisations, professionals, parents and carers.
- Provide flexible administrative support to the wider Learning Support Department and appropriate College functions during periods of high workload or operational demand.
- Support College-wide activities such as enrolment, induction, open events and other significant activities where reasonably required.
- Work independently, organise and prioritise workload effectively and use initiative within established departmental and College procedures.
- Undertake specialist administrative projects and other specific duties as directed by the Heads of Learning Support or designated manager, ensuring work is completed accurately and within agreed timescales.

Mandatory Duties

- Responsibility for safeguarding and promoting the welfare of children and vulnerable adults.
- Commitment to Equal Opportunities.

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Additional Duties

- To undertake such additional duties as may be reasonably required, commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites.
- Promote a teaching, learning and working environment that observes British Values, is free from discrimination and where all students and staff can express their individuality in a professional educational setting.
- Promote and conduct your professional duties and responsibilities within the parameters of the college's agreed values and aims.

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PERSON SPECIFICATION

Job Title: Learning Support Department Coordinator

Assessment Criteria

Evaluated on application form (A) and/or interview (I)

Experience

Essential Criteria:

- Experience of working in an administrative, reception or customer service role. (A/I)
- Experience of providing a high standard of customer service by telephone, email, in writing and face to face. (A/I)
- Experience of organising and prioritising a varied workload. (A/I)
- Experience of maintaining accurate administrative records and systems. (A/I)
- Experience of handling confidential or sensitive information appropriately. (A/I)
- Ability to use IT to create and maintain accurate trackers, organise information, apply filters and sorting, and monitor outstanding actions or deadlines. (A/I)
- Ability to check data for accuracy, identify missing or inconsistent information and take appropriate action to resolve discrepancies. (A/I)

Desirable Criteria:

- Experience of working within education, Learning Support, SEND or a similar environment. (A/I)
- Experience of obtaining information or documentation from external organisations and professionals. (A/I)
- Experience of purchasing, payroll or staff administration. (A/I)
- Experience of monitoring outstanding actions and proactively following up information within required timescales. (A/I)

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Skills and Abilities

Essential Criteria:

- Excellent customer service skills and the ability to provide a welcoming, professional and helpful service to a wide range of people. (A/I)
- Excellent organisational and time-management skills, with the ability to manage competing priorities and meet deadlines. (A/I)
- Excellent interpersonal, verbal and written communication skills. (A/I)
- Excellent telephone manner and the ability to communicate confidently and professionally with internal and external contacts. (I)
- Excellent IT skills and confidence in using email, Microsoft Office, spreadsheets, databases and other administrative systems. (A/I)
- High level of accuracy and attention to detail. (A/I)
- Ability to maintain clear, accurate and well-organised records.
- Ability to work independently, use initiative and recognise when issues need to be referred to a manager. (I)
- Ability to work collaboratively and develop effective working relationships with colleagues and external organisations. (A/I)
- Ability to remain organised and professional when working under pressure or managing multiple demands. (I)
- Ability to maintain confidentiality and understand the importance of GDPR and secure information handling. (A/I)
- Flexible approach and willingness to support the wider department and College during periods of high operational demand. (A/I)

Qualifications

Essential Criteria:

- Level 3 literacy and numeracy qualifications or equivalent.

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- Commitment to continuing professional development.

Mandatory Requirement

Essential Criteria

- Commitment to safeguarding and promoting the welfare of children and vulnerable adults (I)
- Commitment to equal opportunities (I)

Reviewed: July 2026

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OUR VALUES ARE WHAT MAKE US, US!

AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile and embrace digital technology and continuous learning
- We believe in impact; we are passionate about our community and environment

COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are creative and innovative; we listen to and learn from others
- We care about place; we collaborate with others to ensure success for our community
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our college

ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at college
- We are driven by the success of our learners, supporting every learner to achieve and progress
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge

north devon college