 **JOB DESCRIPTION**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **TITLE:**   | PAto Group Director |
| **GRADE:**   | Scale 4  |
|  **RESPONSIBLE TO**:   | Group Director of Communications  |

**PURPOSE OF JOB:**

* Provide administrative support to the Group Director: Communications
* Support the administration of the complaints process and policy for the New City College Group.

**MAIN TASKS AND RESPONSIBILITIES:**

1. **In common with all other staff:**

* 1. To support the College’s mission, vision, values and strategic objectives;

* 1. To implement the College’s Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected

characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.

* 1. To take responsibility for one’s own professional development and participate in relevant internal and external activities;

* 1. To implement the College’s safeguarding policies and practices.

* 1. To implement your health and safety responsibility in line with the College’s Health and Safety policy.
	2. To contribute to the College’s commitment to continuous improvement as identified in the College’s charter and quality assurance systems.

1. **In common with all other support staff:**

* 1. To participate in College-wide projects and tasks.

* 1. To work in other support services areas to meet the specific needs of workload peaks.

* 1. Such other duties of a similar nature commensurate with the grade as may be required from time to time. This will require working in other locations/sites of the College.

1. **Particular to the Post:**

* 1. Provide comprehensive administrative support to the Group Director to include diary management and a full and varied range of administration and office duties, data compilation and reporting.
	2. Make sure that information is updated and accessible to all team members using online systems.

* 1. Use the college’s systems to produce and share reports.
	2. Undertake administration to support the Customer Services function of the group. This will include but will not be limited to: inputting data to support the processing of enrolments and student support.
	3. Opening, sorting and prioritising the post and email correspondence.
	4. Composing and preparing responses to standard queries.
	5. Liaising with the clerk to the corporation to ensure deadlines for papers are in the diary and where appropriate prepare reports for Corporation and committee meetings.
	6. Compilation of the agenda and supporting papers for key meetings such as management meetings, union meetings, HR meetings and key stakeholder meetings.
	7. Using and maintaining email, spreadsheets, presentations, databases, updating websites and electronic files as appropriate.
	8. Typing and distributing letters, memos, reports, etc.
	9. Managing the Group Director’s electronic diary, booking meetings, receiving visitors.
	10. Organising travel and preparing travel itineraries.
	11. Writing minutes, planning, organising and managing events.
	12. Dealing with enquiries and responding to queries and complaints from a range of internal and external clients and stakeholders.
	13. Answering calls and handling queries, preparing correspondence on the behalf of the Group Director.
	14. Support college recruitment and promotional events.

* 1. Undertake any comparable duties as required by director or principal.
1. **Person Specification:**

* 1. Proven, relevant excellent administrative skills with impeccable spelling and grammar.
	2. An interest in, and understanding of the importance of strong, consistent communications and branding within a large organisation.

* 1. Proven customer services experience.

* 1. Experience of working independently, on your own initiative and as part of a team.

* 1. Experience which evidences computer literacy with experience of email and Microsoft Office applications, including graphics, editing and/or presentation packages.
	2. Fast, accurate inputting skills

* 1. Excellent interpersonal and communication skills.

* 1. Ability to use own initiative to resolve any problems that arise.

* 1. Proactive and organised approach to work.

* 1. Ability to stay calm during busy times.

* 1. Knowledge and understanding of the General Data Protection Regulations and how this relates to the role.

* 1. Knowledge and understanding of Safeguarding and Prevent agenda and best practice, how this relates to the role and how you can contribute to the safety and wellbeing of the college community.

* 1. Understanding of how this post is vital in promoting and implementing policies and procedures relating to the equality of opportunity.

**Additional Information:**

Hours of work: 35 hours per week all year round. Where evening or weekend work is required to support events, time off in lieu will be given

Under exceptional circumstances, e.g. alterations in the College’s pattern of working or changes in pattern of demand, the hours of attendance may be varied after consultation with the member of staff concerned.

The post holder will normally have one base borough within the New City College Group and will be expected to work from time to time at any New City College campus as required by the college to meet the needs of the service.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.