

JOB DESCRIPTION



1. JOB TITLE: College Services Assistant

2. SALARY: SP5-7

3. RELATIONSHIPS: The Post holder:

3.1 will be responsible to the College Services Manager

3.2 will make and maintain positive, productive, professional relationships with working colleagues, members of the College i.e., staff, governors, students, parents, carers and external agencies.

3.3 the postholder is part of the College Services Team, acting as College Services Administrator providing a telephone/email answering service and college information service to students, staff and the general public.

3.4 the delivery of high quality, customer focussed support and advice to staff and students.

4. PURPOSE OF JOB:

Contributing to the efficient and effective running of Richard Huish College by providing a full range of highly effective Administration support across the College.

5. SPECIFIC TASKS

- To provide a friendly, efficient and professional service to students, staff, parents, carers and the general public.
- Record student absences accurately and promptly on Unit-E.
- Use the Hub/MyConcern to record relevant information regarding students.
- Provide a telephone service which combines courtesy with speed and accuracy.
- To help cover Reception during periods as required to include all the duties involved in this.
- Answer queries received by telephone and those sent to the mailboxes (eg hello@richuish.ac.uk and enquiries@richuish.ac.uk) accurately and in a timely manner.
- Ensure visitors/contractors are signed in correctly and the College visitor policy is adhered to. This includes checking that the College's 'authorised visitors' list is cross referenced, contacting the relevant department with any queries/discrepancies.
- Help with the other administrative tasks as directed by the Central Services Manager.
- Take responsibility for any first aid calls/safeguarding/Duty Manager calls and notify the necessary staff with the required level of urgency and compassion.
- To take responsibility for safeguarding and promoting the welfare of all students that you come into contact with
- Provide general administration support to other departments and the wider College as required

6. CONTACTS

The post holder will have a wide range of contacts with staff at all levels, students, parents, carers and College governors.

7. DECISIONS:

The post holder will have discretion to make day to day decisions on a range of issues, e.g. establishing their own priorities, the planning of tasks, monitoring systems and assisting their smooth operation. The post holder will have access to confidential information and should seek to win the confidence and trust of staff. The post holder will be expected to understand what is and what is not confidential.

8. WORK COMPLEXITY

The post holder must possess excellent organisational skills and be able to organise his/her own time. A pleasant personality is required including tact, diplomacy, discretion, flexibility and the ability to manage a varying workload with often conflicting demands in order both to deal with the diverse range of matters and to meet deadlines.

9. CONDITIONS

- 9.1 This job description may be re-negotiated at the request of either the post holder or the Principal.
- 9.2 The duties and responsibilities of the post are subject to those detailed in the Statement of Conditions of Employment.
- 9.3 To take responsibility for safeguarding and promoting the welfare of all students
- 9.4 To contribute to the promotion of equality and individuality of all users of the college
- 9.5 Take responsibility for your own professional development and participate in the College's Appraisal Scheme.