

JOB TITLE:	Central Administration Manager
ACCOUNTABLE TO:	Associate Principal (Learning & People Strategy)
JOB PURPOSE:	To lead central administration and related office services, systems and processes in order to ensure the responsive and professional administrative support necessary for the effectiveness of the College Executive and wider support and business service functions.

KEY RESPONSIBILITIES

- To be a member of the College's Support and Business Services Group of middle leaders, attending meetings as required to contribute and work collaboratively to develop and enable key projects and the effective provision of support and business services
- To line manage the work of a team of central administration service staff, including PA to the Principal and Deputy Central Administration manager, Printing Service Officer, ELT Portfolio Administration Assistants, Curriculum and Guidance Assistant(s) and receptionists. Within this, taking overall responsibility for:
 - support, coaching and development of staff
 - performance management of staff and reviews
- To lead and develop the administration and communication systems and coordinate/deploy/develop the resources necessary to provide appropriate administration, printing services, office and reception services
- To support the Executive Team in planning and delivering projects, administration and support activities as necessary to enable progress in key strategic developments and College wide priorities, as determined by the Principal and Executive Team.
- To ensure the provision of responsive and efficient print services facilities, with responsibility for related equipment, resources, staffing, budgets and external contracts as appropriate, working through the Print Services Officer as necessary to deliver professional and efficient central and college wide print facilities/services.
- To ensure appropriate contract management and tenders relating to print services functions, supplies and equipment and responsibility for the operation of the charging procedures, systems and software for printing working across college teams as needed for this purpose, including through Finance Team, MIS and IT Services Teams as appropriate.

- To work flexibly on occasions as reasonably required to support senior and middle leaders in the effective administration and delivery of college wide events, including for/involving internal and external stakeholders.
- To provide high quality and responsive personal and administrative support for identified Executive staff and other administration duties as may be required.
- To ensure the provision of an efficient and effective reception service for the College, to include the telephone service, the procedures for visitors to the College, arrangements for the management of post, and the issuing of temporary and lost cards to students and staff
- To have overall responsibility for the administration and maintenance of content on the staff intranet, leading and directing others within the team as appropriate
- To lead and ensure that there are effective arrangements for administrative support for curriculum and student support areas, including leading processes, systems and administration of events, trips and visits
- To lead and manage the student on-line payment systems liaising with the relevant members of the Finance, MIS and IT teams as necessary for the effective operation of payment systems
- To lead, within financial regulations, on the procurement and contract management of key resources to enable the necessary resources for efficient provision of central services to other college teams and stakeholders, including printing, telephone systems, facilities for on-line payments, post services and franking
- To attend and represent the College at external events in line with the purpose of the role, including where support to senior staff is necessary
- To act as a budget holder as appropriate for central administration and managing budgets in accordance with the College's procedures.
- To lead and assist, in consultation with the appropriate senior leader, with the selection, recruitment and deployment of staff as appropriate to the area
- To ensure that there are effective and efficient processes for room and resource bookings, including meeting rooms and related catering/hospitality and maintaining utilisation records.
- To provide administration support to one of 5 designated ELT members and their portfolio (annually designated and reviewed from ELT portfolios A-E, see note 4), including administration for the associated key processes necessary to deliver a professional and responsive approach, facilitating team working, sharing and record keeping as required.

GENERAL RESPONSIBILITIES

- To ensure the adherence to the College's policies and procedures with regard to the safeguarding of, and promotion of, the welfare of students
- To ensure the application of the College's Single Equality Scheme including valuing diversity and promoting equality
- To implement the College's Health & Safety policy and procedures within the post holder's own area of responsibility
- To support, promote and operate in line with the College mission and values
- Commitment to the continuous improvement of services offered by the College
- Any other reasonable duties commensurate with the role as required

NOTES

- 1) The above job description outlines the key responsibilities. It is not exhaustive and the tasks associated with the key responsibilities can be expected to change over time
- 2) The nature of the work involved in this role will on occasions require some flexibility over hours of work to facilitate meetings and other interactions with parents/carers or to attend external events.
- 3) The post holder will be expected to undertake such other duties, within the general scope of the post, as may be required from time to time by the Principal (subject to the terms of the postholder's contract of employment)
- 4) ELT member portfolio areas with related administration needs from the central administration team are subject to annual review and from January 2024 these and these are expected to be as follows;
 - A. Portfolio A (Associate Principal – Students and Welfare), including administration associated with Disciplinary and Admissions appeals processes
 - B. Portfolio B (Associate Principal – Learning & People), including administration associated with processes for CPD, PRD, oversight of short-term staff cover and staff wellbeing group
 - C. Portfolio C (Associate Principal – Quality and Improvement), including administration associated with processes for learner voice, complaints logs and complaints appeals
 - D. Portfolio D (Associate Principal – Curriculum and progression), administration associated with processes for curriculum coordination, local accountability and student progression, including curriculum/progression related external stakeholder engagement (eg LSIP, The OWA, Wyggeston Foundation, Vaughan and Thornton Funds)
 - E. Portfolio E (Associate Principal Finance, Estates and Risk), including administration associated with processes for Health, Safety and risk management and related tracking/compliance needs

Attribute	Criteria	Assessment Evidence
Education & Qualifications		
GCSE Grade C4 or above in Maths and English or equivalent	Essential	Certs/App Form
2 A levels or Level 3 equivalent	Essential	Certs/App Form
An Advanced or higher-level qualification relevant to administration, business services or another relevant field	Desirable	Certs/App Form
Willingness to engage with CPD	Essential	App Form
Experience, Knowledge & Abilities		
Successful experience of leading and line-managing teams	Essential	App Form/Int
Excellent working knowledge of all aspects of Administration and relevant business services systems and how they are best used to deliver reliable and professional services	Essential	App Form/Int
Previous experience of providing personal administrative support	Essential	App Form
Experience of introducing and operating digital systems or portals for the provision of central services, communication and administration	Essential	App Form
Able to deliver training and support to colleagues and service users	Essential	Int
Ability to work with discretion, sensitivity and diplomatically, when operating both independently and as part of a team	Essential	Int
Ability to work with young people and external stakeholders in a friendly and professional manner	Essential	Int
Ability to work professionally within a confidential environment with excellent customer service skills	Essential	Int
Excellent communication skills both verbally and in writing	Essential	App Form/Int
Excellent use of grammar and ability to accurately proof-read	Essential	App Form/Test
Strong planning and organisational skills, with a capacity to work under pressure and without direct supervision	Essential	Int
Confident and competent in the use of IT in a working environment	Essential	App Form/Test
Experience of working in education settings	Desirable	App Form/Int
Experience of supporting executive and senior staff/teams directly	Desirable	App Form
Experience of using Wordpress	Desirable	App Form/Test
Strong presentation skills when addressing audiences	Desirable	App Form
Interpersonal Skills & Qualities		
Solution and service focussed	Essential	Test
A commitment to effective team working	Essential	App Form/Int
An enthusiastic, energetic and good-humoured approach to all challenges and problems	Essential	Int
Flexibility and resilience	Essential	Int
Commitment to managing information with sensitivity and confidentiality	Essential	Int
Calmness under pressure	Essential	Int