Aurora
Boveridge College

Job Description

Job Title:	Administrator
Reporting to:	Senior Administrator
Location:	Aurora Boveridge College

Main Purpose

To be responsible for reception and telephone duties, welcoming visitors, diary management and taking deliveries. To provide administrative assistance including typing letters and taking minutes for meetings as required. To carry out general tasks, keeping up filing systems, archiving, and arranging appointments. Any other duties as reasonably required by the Senior Administrator, Business Manager and Principal.

Key Accountabilities

To maintain an efficient reception service and effective administrative processes relating to all students, finance and general admin in line with company regulatory and legal requirements.

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Key Duties

- Identifying the caller's Requirements for internal and external queries, providing an appropriate response.
- Referring enquirers to the colleague best placed to deal with queries.
- Receiving, logging, passing on and if necessary following up messages for colleagues in a timely and effective manner so that visitors are made to feel welcome and that colleagues can be notified about visitors.
- Checking identity, allocating and retrieving visitor identification and completing visitor check-ins
- Identifying and meeting the actual needs of people asking for information.
- Ensuring that the reception area is maintained with up to date information, attractive and welcoming.
- Collecting and distributing documents/correspondence to and from the correct internal destinations.
- Copying, collating and distribution of documents, operating and completing basic support activity for a standard copying machine.
- Operating a computer to access databases and using word processing applications when required.
- Maintaining, updating, sorting and retrieving a range of records/statistical data, including monitoring/ordering of stationery and office supplies if appropriate.
- Accurate filing, indexing, retrieving, archiving, and other related work.
- Following standard procedures for security of confidential data and information.
- To support colleagues and senior members of staff to achieve their own work objectives effectively and efficiently.
- So far as reasonably practicable, the post holder must promote safe working practices by employees and visitors in premises/work areas in which the post holder is located, to maintain a safe working environment for employees and pupils.
- Maintain positive relations with parents, local authority personnel and the community.
- Undertake any other additional duties, which are reasonably commensurate with the role, as required.

Knowledge, Skills and Experience

- Excellent communication skills both verbal and written
- Good level of literacy and numeracy (at least 5 GCSEs above C to include English and Maths).
- Demonstrable experience of working in an administrative role for at least a year.
- Computer literacy – Excel, Word, Outlook, Access, PowerPoint and ability to use range of databases once trained
- Accurate typing.
- Organised, good time management.
- Ability to manage own time to deal with multiple tasks.
- High levels of interpersonal ability with excellent written and verbal communication.
- Able to work as part of a team.
  Discreet, confidential and reliable.

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Additional Information
As part of the Aurora Group everyone is: • expected at all times to behave and act in a way which promotes and contributes to the overall aims, values and ethos of the Company. • required to participate in regular training and other learning activities, and in supervision, appraisal and development as required by the Company's policies and procedures • required to participate in any relevant current and new legislative and regulatory activities as may occur from time to time • required, through personal example and clear action, to demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all. • required to promote The Aurora Group's Health and Safety at Work Policy and Procedure and ensure these are implemented effectively. • the Aurora Group takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of children and young adults. Therefore, everyone employed by the Aurora Group is expected to share this and act accordingly by applying organisations policies and procedures and attending regular safeguarding training.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed and amended periodically to ensure it remains appropriate for the role.

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