

Capel Manor College

Central Administration Services Manager

Job Description & Person Specification



JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Post	Central Administration Services Manager
Scale	Business and Learning Support
Grade	Grade SO2
Responsible to	To be confirmed
Location	Enfield
Contract	Full-time, Permanent

Key Responsibilities:

The key responsibilities of the Central Administration Services Manager are to:

- (a) Manage all gateway services including face-to-face reception, telephone, and electronic media for both the public and our students to deliver an outstanding customer experience and enhance the reputation of the College.
- (b) Manage administration and support services for all Schools/Departments, and the Executive Support services provided to College leadership.

Responsibilities:

1. Manage the provision of high-quality gateway services for all College-level and Enfield specific interactions with customers including students, parents, staff, the public, and visitors, ensuring the agreed level of service or cover is maintained and evaluated. This includes:
 - a. Via public telephone lines
 - b. Via internal and external postal services
 - c. Via the College website and/or centrally administered email inbox(es)
 - d. Through the College reception spaces (and other Enfield sites as required)
2. Manage high quality administrative support for all College Departments. This includes:
 - a. Delivering administrative services to Academic Departments
 - b. Collating student registers and supporting the response to student attendance issues
 - c. Handling (postal) deliveries to and from Departments
3. Manage specific College systems/processes/activity to a high quality including:
 - a. Co-ordinating key College/Departmental events and initiatives, such as Awards Days, Mayor's Day, or student engagement events
 - b. Supporting Cross-College and cross-Departmental initiatives including Open Days, Parents' Evenings, Student parties, and similar
 - c. the complaints process, ensuring complaints are logged, filed, forwarded on to the appropriate person to action and followed up on
 - d. the solutions and suggestions scheme, collating responses from each campus and reporting back to College leadership and other as required
 - e. delivering support in the form of taking/typing up minutes at meetings such as Course Representatives and Curriculum Managers meetings as required
 - f. Ensure the College's internal telephone directory is kept up to date
 - g. Supporting the process of mass-communication with students/parents via mail or electronic systems

4. Managing the supply of stores and equipment in support of office and teaching activity.
This will include:
 - a. Stationery supplies
 - b. Printing services
 - c. Health and safety equipment such as first aid supplies and PPE
 - d. Branded clothing and uniform
5. Manage the services provided to College leadership and stakeholders via the Executive Support function
6. Coordinate and manage the organisation of College wide events such as Student and Staff Awards, Graduation, Staff Conferences and Livery Company events at a senior level
7. To deliver these key services, the role holder will:
 - a. Work with other Departments to ensure successful delivery of services and to ascertain their needs and seek solutions
 - b. Manage the relevant budget(s) in the delivering of the above services
 - c. With the relevant senior managers, set performance standards for delivery of these services and regular monitor and report on performance against targets
 - d. Forward plan delivery of these services to ensure successfully meeting of the Departments objectives
 - e. Ensuring appropriate records are maintained to provide robust accountability, including to auditors, on the delivery of College Support Services

General Responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults
2. Participate in College programmes of staff appraisal and continuing professional development
3. Develop effective working relationships internally and with external partners
4. Operate at all times in line with the College's values and behaviours
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College

PERSON SPECIFICATION

Qualifications

- Possess a Level 2 qualification in English and Maths or a willingness to achieve within a specified period
- Educated to Level 3, or equivalent
- Customer service qualification, or willingness to work towards

Experience

- Experience of managing customer-facing services or similar work
- Experience of working in a busy office/administrative environment and managing high volumes of work

- Experience of managing budgets
- Experience of managing financial systems and cash associated with front of house services
- Experience managing front of house services on a visitor attraction or retail outlet

Skills, Abilities and Knowledge

- Ability to develop positive working relationships with individuals at all levels
- Good team working and team leadership skills
- Excellent organisational skills
- Excellent verbal and written communication skills
- Excellent interpersonal and customer facing skills
- Proven knowledge and experience in the application of all aspects of Information Technology including spreadsheets, databases and word processing

Other Factors

- An understanding of and commitment to safeguarding young people and vulnerable adults
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults
- Emotional resilience
- The ability and determination to promote equality, diversity and inclusion throughout all aspects of College life, including employment and service delivery
- Should the position involve regular driving, a clean driving licence is required