

JOHN LEGGOTT COLLEGE



JOB DESCRIPTION

JOB TITLE:	Post 16 Centre Administration Assistant
REPORTS TO:	Head of Post 16 Centres
EVALUATED SALARY:	Spine Point 3-6
CONTRACT:	Permanent
WORK PATTERN:	Monday to Friday 37 hours Term Time only
LOCATION:	Working at different sites, Immingham, and Scunthorpe (also Caistor in the future)

Purpose of the role

To be the first point of contact for students enrolled at each post 16 site. To provide a reception service to Students, Staff and visitors answering the telephone, dealing with enquiries and providing information. To ensure outstanding service provision to both internal and external stakeholders. To provide administrative support to the Head of Centre. To provide personalised and timely administrative support to students throughout their learner journey at each post 16 site

Key responsibilities

General:

- Cover a front facing reception/student help desk – dealing with all student/visitor enquiries.
- Undertake day to day administration functions ensuring impeccable service delivery.
- Contribute to and attend team meetings.
- Demonstrate outstanding customer service/ability to signpost to relevant support services internally and externally.
- Administer and support with the collection of payments/paymystudent - ensuring accurate payment records.
- Receive and assess bursary applications.
- Demonstrate outstanding customer service when dealing with all students, colleagues and external contacts.
- Deal with stakeholders on the phone/record information at all times demonstrating an outstanding service.

- Assist in maintaining up-to-date and accurate records on a regular basis using college systems.
- Administer and support the recording of student absence on college databases.
- Support colleagues with administrative tasks for events including, but not limited to, Induction & Enrolment Days, Parents Evenings, Open Evenings.
- Signpost and offer information and advice on student finance schemes (including awareness of eligibility criteria).
- Work with the Transport Manager to ensure transport requirements are in place for students.

Learner Engagement:

- Ensure that key student messages are consistently communicated to staff and students.
- Support the administration and coordination of student applications.

In addition to the above-mentioned attributes the successful candidate will be expected to:

- Support effective safeguarding of all young people throughout the College.
- Adhere to College policies and procedures e.g. Equality and Diversity; Health and Safety.
- Undertake any such other duties as may be required, commensurate with the post which does not change the character or purpose of the post which are necessary to maintain outstanding standards.

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

We strive for equality throughout the college and positively encourage applications from all sections of the community. The College has a strong commitment to safeguarding and promoting the welfare of young people and vulnerable adults and all appointments are subject to an enhanced DBS clearance.

LEON RILEY
Principal

Employee signature:

Date:

Line manager signature:

Date:

Person Specification

AF = Application Form

Q = Qualification

I = Interview Process

Qualifications and awards	Essential/ Desirable	Assessment Method
Good standard of Level 2 education - 5 A-C GCSE's including Maths and English	E	C
Good standard of Level 3 education	D	C
Professional Knowledge and Experience	Essential/ Desirable	Assessment Method
Experience in an administration or customer services role	E	A, I
Excellent all round IT skills (Internet, Intranet, databases, MS Word, MS Excel)	E	A, I
Ability to take accurate minutes and produce timely meeting documentation	E	A, I
Excellent all round administrative skills relevant to this area of work, including writing of comprehensive action plans, keeping monitoring data and writing general reports	E	A, I
Experience of delivering outstanding customer service to a range of stakeholders	E	A, I, R
Understanding and application of safeguarding and Child Protection procedures'	D	A, I
Interpersonal Skills/ Intellectual ability	Essential/ Desirable	Assessment Method
Must be able to deal with a range of ongoing tasks at the same time, and to be able to cope under pressure	E	A, I
Effective verbal and written communication skills	E	A, I
Ability to explain complex information clearly to a wide variety of recipients is essential	E	A, I
Empathy when dealing with students who may be upset	E	A, I
Experience of working with young people and/or adults within an educational setting	D	A, I, R

Ability to work independently and prioritise workload, working to tight deadlines.	E	A, I, R
Ability to engage with others at all levels (internally and across organisations) through a range of communication methods.	E	A, I
Ability to work effectively as a member of a team and be flexible with an innovative approach to tasks.	E	A, I, R
Particular Requirements	Essential/ Desirable	Assessment Method
Flexible approach to working to accommodate essential target dates in the life of the college	E	A, I, R
Commitment to continuous professional development	E	A, I
Ability to make own travel arrangements to all post 16 centres	E	A, I