



Administrator

Job Description

Faculty / Department:	Student Services
Campus:	Burslem Campus with a willingness to travel to Cauldon Campus if required
Responsible to:	Customer Service and Admin Manager
Responsible for:	N/A
Grade:	Salary: £22,468 per annum pro rata - Actual Salary: £18,336 per annum
Hours:	37 hours per week, 36 weeks per year (Term Time Only)

Role Summary:

To provide an excellent customer service and a student focused administrative service, ensuring that all enquiries are dealt with in an efficient manner.

Deal sensitively with enquires from a diverse range of individuals, de-escalate and manage potentially difficult or conflict situations calmly and with confidence.

Main Duties and Responsibilities:

Work Processes and results

- Provide an accessible, comprehensive and first-class support to the Directorate and curriculum departments and their students.
- Provide day to day administrative support for Executive Directors, Directors and Heads of Learning including diary planning, scheduling appointments, arranging meetings and ensuring that the College Quality calendar schedule of events and meetings take place.
- Manage communications effectively including telephone calls, handle request and liaise with external clients and organisations, and compose correspondence as necessary for curriculum teams.
- Establish and maintain regular contact with regard to students who are not attending. To liaise with parents and carers with regard to confidential/sensitive information and complex issues.

- Provide administrative support for curriculum and support teams.
- Ensure all timetables are current and changes to rooms and staff are updated on college systems on a regular basis.
- Provide support at key functions including enrolment, open evenings, and parent evenings.
- Maintain and develop office systems including electronic and paper files and data management that conform to GDPR rules.
- Regular update of the college learner record system to ensure learner personal data is up to date by liaising with parents and learners as per Data Protection Act (including GDPR) and funding rules

Team Work

- To work flexibly to meet the needs of the business, and to provide cover for other members of the team, as appropriate, in times of absence.
- To work closely with colleagues in other Departments, as well as with external partner agencies.

Communication / Documentation

- To communicate clearly, effectively and professionally across a wide range of audiences.
- To ensure and maintain strict confidentiality at all times.
- Manage communications effectively including telephone calls, handle requests and liaise with external clients and organisations, and compose correspondence as necessary for curriculum teams.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges.
- To attend relevant and associated training, as required.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

This Job Description and Person Specification is accurate as at April 2024. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

PERSON SPECIFICATION

Administrator

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Minimum of 4 GCSE's at Grade 4-9 (or equivalent) including Maths and English. 	A	<ul style="list-style-type: none"> A customer service qualification, or willingness to undertake. Qualified to a minimum of level 2 in Administration or other relevant discipline. 	A, I A
Experience	<ul style="list-style-type: none"> Previous experience in an administrative role. Experience of communicating effectively with a wide variety of people at different levels. Experience in dealing with highly sensitive and confidential matters. 	A, I A, I A, I	<ul style="list-style-type: none"> Significant knowledge and experience in using a learner records system e.g. Pro-solution. 	A
Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> Ability to problem solve effectively, and to work on own initiative. Strong team player, with an organised, positive attitude to work. Highly developed interpersonal skills and emotional intelligence. 	A, I A, I A, I		

	<ul style="list-style-type: none"> • Excellent time management, organisation and prioritisation skills. • Highly developed written, verbal and non-verbal communication skills. • Ability to provide an effective, proactive, customer focussed service to customers and other key stakeholders. • Proven ability to work well in a fast-paced environment, meeting multiple deadlines within set timescales. • Excellent accuracy and attention to detail. • Well-developed IT Skills, including the use of Microsoft Office, Word, Excel. • Ability to take accurate minutes at meetings and to effectively present them on a timely basis. 	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I, T</p> <p>I, T</p> <p>I</p>		
Other	<ul style="list-style-type: none"> • Demonstrate commitment to and an understanding of diversity and equality. • A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. • Ability to travel between, and work from, Burslem and Cauldon campuses as required. 	<p>I</p> <p>I</p> <p>I</p>		

TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.

Conditions of Appointment

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

Pension Arrangements

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

Working Hours

The standard full-time working week for all staff is 37 hours.

Maternity, Paternity & Adoption

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

Sick Pay

The Company has a scheme of enhanced sickness benefits.

Training and Development

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

Holidays

There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and ample parking space is available on both sites, subject to availability at peak times.

Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

Location of Work

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

Equality of Opportunity

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.