



## Foundation ESOL Administrator

### Job Description

<b>Faculty / Department:</b>	Foundation Studies and ALS
<b>Campus:</b>	Burslem / Cauldon

<b>Responsible to:</b>	Head of Inclusion
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<b>Responsible for:</b>	N/A
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<b>Grade:</b>	Salary: £23,492 per annum (Grade 1, SCP 6)	<b>Hours:</b>	Full time, 37 hours per week, Permanent (1.0 FTE)
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<b>Role Summary:</b>
To provide administrative support to the Foundation ESOL department and be the first point of contact for support workers, social workers and other referral agencies, dealing with day-to-day enquiries.

<b>Main Duties and Responsibilities:</b>
<p><b><u>Work Processes and results</u></b></p> <ul style="list-style-type: none"> <li>• Provide day to day administrative support to Head of Inclusion, including taking minutes at departmental meetings.</li> <li>• Manage communications effectively including telephone calls, handling of requests and liaise with external clients and organisations and compose correspondence as necessary for the smooth running of the admissions process for Foundation ESOL learners, SEND Curriculum provision, including school links.</li> <li>• Work closely with the IAG (Initial Advice and Guidance) team to manage and book assessments for new starts on a rolling provision.</li> <li>• Manage the Microsoft Teams and Outlook calendars to schedule appointments, including liaising with external agencies to ensure PEP (Personal Education Plan) meetings take place in a timely manner.</li> <li>• Ensure all timetables are current and that changes to classrooms and staff are updated on college system (ProSolution) on a regular basis.</li> </ul>

- Check and order stationery and teaching supplies for the Foundation Studies department.
- Maintain and develop office systems including electronic and paper files and data management that comply with GDPR regulation.

### **Team Work**

- To work flexibly as a member of a team of support staff, including attendance at team meetings and other College meetings, as well as supporting open events.

### **Communication / Documentation**

- Maintain accurate learning support records and support learners to set, monitor and achieve their individual targets and where a learner has an Education, Health and Care Plan, monitor progression towards outcomes and milestones detailed in the plan.
- Communicate effectively across a wide range of audiences.

### **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.

### **College Values**

- To demonstrate and uphold the College's values.
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College and inclusive environment in which to learn and work.

### **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.

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*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 postholder.*

*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 postholder.*

*This Job Description and Person Specification is accurate as of October 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

### Foundation ESOL Administrator

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
<b>Qualifications/ Education/ Training</b>	<ul style="list-style-type: none"> <li>Level 2 in Administration or other relevant discipline or Minimum of 4 GCSEs (or equivalent), A* - C (or equivalent) including Maths and English.</li> </ul>	A, I	<ul style="list-style-type: none"> <li>First Aid at Work training within the last 2 years.</li> </ul>	A
<b>Experience</b>	<ul style="list-style-type: none"> <li>Recent experience working as an administrator within a highly complex and demanding environment.</li> <li>Experience of diary management.</li> <li>Proficient in use of Outlook, Word, Excel, Power-point and internet-based research tools such as Google.</li> </ul>	A, I  A, I  A, I	<ul style="list-style-type: none"> <li>Knowledge of Pro-Suite including Pro-Monitor and Pro-Solution.</li> <li>Experience of working within an FE setting educational setting.</li> </ul>	A, I  A, I
<b>Skills/ Aptitudes/ Competences/</b>	<ul style="list-style-type: none"> <li>Discretion in dealing with highly sensitive and confidential matters.</li> <li>Able to provide an effective, approachable and proactive customer focused service.</li> </ul>	A, I, R  A, I, R	<ul style="list-style-type: none"> <li>Innovative problem solver with a willingness to become involved in project work/new initiatives as they arise.</li> </ul>	A, I

	<ul style="list-style-type: none"> <li>• Ability to work under pressure to tight deadlines.</li> <li>• Good communication and customer service skills with the ability to engage effectively at all levels internally and externally.</li> <li>• Accuracy and attention to detail.</li> <li>• Good interpersonal skills, can adapt quickly to the College's operating environment and establish trust and respect at all levels internally and externally.</li> <li>• Highly developed administrative skills and ability.</li> <li>• Ability to work as part of a team and achieve common objectives.</li> </ul>	<p>A, I</p> <p>I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>A, I</p>		
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Proactive approach to own personal and professional development.</li> <li>• Ability to travel between, and work from, Burslem and Cauldon campuses, as required.</li> </ul>	<p>A, 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**

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank 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.