



Distance Learning Unit Administrator

Job Description

Faculty / Department: Campus:	Adult and Community Development		
Responsible to:	Distance Learning Unit Coordinator		
Responsible for:	N/A		
Grade:	Salary: £17,436 (SCP 12, Grade 2A)	Hours:	Full time, 37 hours per week (1.0 FTE), Fixed Term until 31/07/2021

Role Summary:

To take a pivotal role in the continued development and operation of the Distance Learning department, by providing excellent administrative support to learners from enrolment through to completion, ensuring that achievement targets are met in a timely manner. In addition to supporting learners, to communicate effectively with assessors, moderators and other external departments, and to undertake and coordinate data entry and business administration tasks effectively and efficiently.

Main Duties and Responsibilities:

Work Processes and results

- Responsible for administrative support to the Distance Learning team and a key role in the progress and completion of learners, to ensure that funding and achievement targets are met.
- Processing of learner enrolments onto online platform. Allocating learners to assessors, entering details to e-assessor and dispatching learning resources. Ensuring that adequate stock levels of resources are maintained.
- Using reports generated by e-assessor to support learners and intervene as necessary to ensure timely completion and that quality processes are fulfilled.
- Ordering and sending out learner certificates on completion of qualifications.
- Maintaining and updating learner sample plans.
- Keying learner data onto college MIS system to ensure learners are enrolled accurately.
- Scanning paper-based assessments to e-assessor.
- Updating the Distance Learning trackers and notifying assessors and learners of receipt of assessments.

Team Work

- Supporting a team of assessors and moderators and provide an effective and responsive service to any queries or issues. To work closely with the other Departments, as well as with partner agencies.

Communication / Documentation

- Carrying out telephone surveys with learners to gain feedback on courses and process.
- 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, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- 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 November 2020. 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

Distance Learning Unit Administrator

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Minimum of 4 GCSEs at Grades A* - C (4 to 9) or equivalent, to include Maths and English 	A	<ul style="list-style-type: none"> Relevant Business Administration qualification, such as NVQ3 or ILM Educated to A Level/Level 3 or above (or equivalent qualifications) 	<p>A</p> <p>A</p>
Experience	<ul style="list-style-type: none"> Excellent written and verbal communication skills Ability to work on own initiative and think creatively 	<p>A, I, R</p> <p>A, I, R</p>	<ul style="list-style-type: none"> Knowledge of College funding rules and awareness of Retention and Achievement rates Knowledge or experience of Distance Learning and learning platforms 	<p>A, I</p> <p>A, I</p>

Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> • Tenacious, attention to detail, able to multi-task and provide professional support to colleagues and exceptional customer service • Ability to prioritise workload and to meet tight deadlines • Excellent interpersonal skills • Reliability and flexible approach to work 	<p>A, I, T, R</p> <p>A, I, T, R</p> <p>A, I</p> <p>A, I</p>	<p>Strong, up-to-date ICT skills and competence</p>	<p>A, T</p>
Other	<ul style="list-style-type: none"> • An awareness of and commitment to diversity and equality of opportunity • Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties. 	<p>A, I</p> <p>A, I</p>		

TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD

The post is offered on an Education Business Services (Stoke) Ltd contract.

Conditions of Appointment

All appointments are offered subject to a period of probationary service up to twelve months, during which time performance will be assessed. In addition, all appointments are subject to:

- *medical review*
- *verification of relevant qualifications*
- *receipt of references considered suitable by the Company*
- *a satisfactory enhanced Disclosure check*

Pension Arrangements

Education Business Services (Stoke) Ltd staff have the opportunity to participate in 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 Company operates a Maternity, Paternity and Adoption schemes which provides for the normal statutory benefits.

Sick Pay

The Company has a scheme of sickness benefits, which are over and above the statutory sickness entitlements.

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 performance review system.

Holidays

Education Business Services (Stoke) Ltd staff are entitled to 32 days plus 8 bank holidays (40 days in total). 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 generous parking space is available on site 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 parts. Payment is made on the 27th day of each month or the next working day thereafter.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 months. Fixed term appointments may be offered with a notice period of one week, depending upon the length of the fixed term. The notice period applicable during a probationary period is 1 week.

Location of Work

Your principal place of work will be at the site given in the job description of the post. However, you may be required to work on either temporary or indefinite basis, at any premises at which the Company may from time to time provide services.

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.

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