



## Administrator (Fixed Term) Job Description

<b>Faculty / Department:</b>	Adult ESOL and EFL		
<b>Responsible to:</b>	Head of Learning		
<b>Responsible for:</b>	(no direct reports)		
<b>Grade:</b>	£17,436 per annum pro rata (Grade 2A, SCP 12)		<b>Hours:</b> Full-Time, 37 Hours per week (1.0 FTE), Fixed-Term until 03/06/2022

### Role Summary:

The purpose of ESOL Integration Project Administrator is to provide administrative support to the ESOL Integration Project and ESOL Integration Tutor, ensure accurate and mandatory course return documentation is completed in a timely manner as well as liaising with key external partners as part of the ESOL Integration project. General support to the ESOL and EFL Department is also an expectation of this role.

### Main Duties and Responsibilities:

#### Work Processes and results

- Provide comprehensive support and first-class support to the ESOL curriculum and ESOL Integration Project
- Provide day-to-day administrative support for Head of Learning responsible for ESOL & EFL Faculty.

- Manage communications effectively including telephone calls, handle requests and liaise with external clients, partners and organisations, and compose correspondence as necessary for the smooth running of the Admission process for ESOL learners.
- Provide the central point of contact for Adult ESOL and ESOL Integration Project.
- Monitor, record and report attendance on a weekly basis to Head of Learning.
- Ensure all timetables are current and changes to rooms and staff are updated on college systems on a regular basis.
- Liaise with admissions team including the bursary team to ensure that all support is put in place to enable ESOL learners to enrol on a timely 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.

### **Team Work**

- To work with the Head of Learning and other Lecturers in developing best practice in learning, teaching and assessment, ensuring standardisation and continuity.
- To attend and contribute to relevant meetings within the Department, wider College and external partners, as appropriate and required.
- To work flexibly as and cohesively as part of a team, under the guidance and direction of the Head of Learning.

### **Communication / Documentation**

- Communicate effectively across a wide range of audiences and ability levels, adapting own style to suit and meet each audience's needs.
- Using the College's centralised systems, to promptly and accurately update records including the attendance records and enrolment details.
- Update as directed, external partner and funding agency documentation in a timely and efficient manner.

### **Personal Development / Performance**

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities 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, Health and Safety and Strategy**

- A strong commitment to the principles and practice of equality and diversity.
- 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.
- Follow all agreed Quality Assurance and Risk Management Systems operating in the College.
- To assess learners according to established guidelines, and provide a positive learning experience.

*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.*



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
<b>Qualifications/ Education/ Training</b>	<ul style="list-style-type: none"> <li>Qualified to a minimum of Level 2 in Administration or other relevant discipline</li> <li>A minimum of 4 GCSEs (A* - C, 9 – 4) or equivalent, including Maths and English.</li> </ul>	<p>A</p> <p>A</p>	<ul style="list-style-type: none"> <li>Qualified to a minimum if level 1 in Safeguarding and Equality and Diversity</li> <li>Qualified first aider</li> </ul>	<p>A</p> <p>A</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Recent experience of working as an administrator within a highly complex and demanding environment including diary management</li> <li>Experience of utilising discretion in dealing with highly sensitive and confidential matters</li> </ul>	<p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> <li>Recent experience of working as an administrator within an FE organisation</li> <li>Recent experience of working as an administrator within a provider of ESOL provisions</li> </ul>	<p>A/I</p> <p>I</p>

<b>Skills/ Aptitudes/ Competences/</b>	<ul style="list-style-type: none"> <li>Proficient in use of Outlook, Word, Excel, Power-point and Office365 applications</li> </ul>	A/I	<ul style="list-style-type: none"> <li>Knowledge of Pro-suite including pro-monitor and pro-solution</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>A fast learner, with an open manner and good interpersonal skills who can adapt quickly to the College's operating environment and establish trust and respect at all levels internally and externally.</li> </ul>	A/I		
	<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>Able to provide an effective, approachable and proactive customer focused service.</li> </ul>	A/I		
	<ul style="list-style-type: none"> <li>Ability to work under the pressure to tight deadlines.</li> </ul>	A/I		
	<ul style="list-style-type: none"> <li>Good communication and customer service skills with the ability to engage effectively at all levels internally and externally</li> </ul>	A/I		
	<ul style="list-style-type: none"> <li>Accuracy and attention to detail</li> </ul>	A/I		
	<ul style="list-style-type: none"> <li>Demonstrate commitment to and</li> </ul>	A/I		

	an understanding of diversity and equality.			
<b>Other</b>	<ul style="list-style-type: none"> <li>• Be able to work effectively in a team and manage own workload to provide an efficient, effective and dynamic service</li> <li>• A highly effective administrator who is proactive, determined and positive</li> <li>• Flexible working with ability to work at events outside normal working hours</li> <li>• Be able to demonstrate and 'live' the College values and mission.</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		