**Job Description:**

|  |  |
| --- | --- |
| **Post:** | ***Curriculum Support Officer*** |
| **Salary Grade:**  **(fixed salary)** | *Grade 3, Point 11 - £20,979.72 (fixed point)* |
| **Responsible to:** | *Curriculum Support & Customer Services Manager* |
| **Responsible for:** | *N/A* |
| **Location** | *These are campus specific roles, however, there may be an occasional requirement to travel to other College sites as and when necessary* |

**Key Purpose:**

|  |  |
| --- | --- |
| **1** | To provide administrative support and assistance to the Curriculum Area as directed by the Curriculum Support Co-ordinator and Head of Administration |
| **2** | To provide administrative support across college curriculum and supporting other members in the team |

**Key Responsibilities and Accountabilities:**

|  |  |
| --- | --- |
| **A** | To provide efficient and effective administrative support to the Curriculum |
| **B** | To facilitate email and text communications with students and parents/carers on behalf of the Curriculum areas. |
| **C** | Liaise closely with the academic and support departments on a regular basis including Finance, Health and Wellbeing, MIS and Additional Support. |
| **D** | Manage the Curriculum Support email account and act accordingly |
| **E** | Liaising with Pastoral Leaders, Tutors and Learning Managers to support the Student Capability process, producing student and parent/carer communications in relation to this and ensuring details and copies are electronically recorded on the college information systems. |
| **F** | To manage an effective electronic and paper-based filing and retrieval system to enable accurate and up to date information to be accessed quickly and easily |
| **G** | Dealing with enquiries from students, staff and external customers via a range of communication methods |
| **H** | To assist in the organisation of staff cover with the Learning Managers, taking registers and giving cover work to students when required. Log staff absences and cover arrangements accurately into College systems to ensure information is correct for payroll. |
| **I** | To deal with telephone enquiries, passing on to others where appropriate and ensuring accurate recording of messages and that those enquiries are dealt with within an agreed timescale. |
| **J** | To produce documentation that is of a high standard in appearance, which is accurate and reflects the brand guidelines of the College. |
| **K** | To act as minute taker for meetings and to produce and distribute agendas, accurate minutes and actions where appropriate. |
| **L** | Act as a responsible and active team member, meeting agreed deadlines, and developing productive working relationships with other members of staff |
| **M** | To assist with inputting student data during enrolment. |
| **N** | Producing letters and reports as directed. Carry out a variety of ad hoc administration tasks. |
| **O** | Provide regular reports to colleagues and senior managers regarding themes emerging and matters of current concern for students. |
| **P** | To mark registers for absent staff and trips and to produce trip lists with NOK emergency contacts. |
| **Q** | Any other appropriate duties as directed by the Co-Ordinator to contribute to the successful operation of the college. |
| **R** | To participate actively and flexibly in a range of college-wide activities such as enrolment, marketing events and staff and student activities. |
| **S** | To raise purchase orders for curriculum staff for equipment, stationery staff development and travel. |
| **T** | To cover reception as and when required. |
| **U** | Take on project work/Events as required by the Learning Managers to improve aspects of Curriculum or service delivery. |
| **V** | To Liaise with MIS to ensure that Management Information System data match those held in the Curriculum Area, this being the main point of contact to resolve discrepancies. |
| **W** | Provide information and assistance as required to Curriculum staff on administration procedures, the use of forms and pro monitor |

**Cross-College Responsibilities and Accountabilities:**

|  |  |
| --- | --- |
| **1** | Participate in Performance Management and professional development activities as required. |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety. |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people and vulnerable adults. |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that outputs meet quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |
| **8** | Ensure compliance with GDPR requirements.  Travelling and working away from normal base as may be required from time to time |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** |
| i | Educated to at least level 2 in English and Maths | Y |  |
| ii | **Qualifications or previous experience in Administration roles** | Y |  |
| iii | **Excellent keyboard skills and knowledge of Microsoft Office.** | Y |  |
| iv | Customer Service Qualification at L3 or working towards | Y |  |
| vi | **Evidence of a commitment to personal development and training.** | Y |  |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** | Y |  |
| vii | **An awareness of the needs of students in 16-19 age range and ability to form good working relationships with them.** |  | Y |
| viii | **A general awareness of the strategic direction of the College and an understanding of the environment in which it operates.** | Y |  |
| ix | **Ability to decipher information quickly and provide the appropriate response or refer in an appropriate manner to specialist colleagues** |  | Y |
| x | **Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative solutions and workable solutions.  Where appropriate, identifying opportunities for innovation.** | Y |  |
| xi | To undertake any other duties which may be reasonably assigned to you by your Line Manager from time to time. | Y |  |
|  |  |  |  |
|  | **SKILLS & ATTRIBUTES** | Y |  |
| xii | **An ability to work constructively in professional partnership with other staff and students, and to establish good rapport.** | Y |  |
| xiii | **An ability to remain calm when communicating with parents, students and staff when under pressure.** | Y |  |
| xiv | **An ability to communicate effectively and to respond with understanding, diplomacy and sensitivity to student needs** | Y |  |
| xv | **An ability to explain information and procedures clearly and articulately, using plain English through email, telephone and face to face enquiries.** | Y |  |
| xvi | **An understanding of and respect for diversity, including the ability to engage with students from a wide range of cultures and with a range of support needs and disabilities** | Y |  |
| xvii | **Adjusting to unfamiliar situations, demands and changing roles.  Seeing change as an opportunity and being receptive to new ideas.** | Y |  |