

JOB DESCRIPTION

Job Title:	Admin Assistant
Department:	Executive Support & Administration
Reports to:	Administration Manager
Grade:	Scale 4
Location:	Hammersmith Campus

Key Purpose:

To provide a proactive, flexible, effective and efficient service ensuring a high standard of administration service is delivered to the stakeholders of the college. To use multi-tasking skills to support a fast-paced department in meeting its timelines and targets. To provide, when required, friendly, effective and efficient solution focussed reception service, in accordance with excellent customer care and College procedures and policies.

Main Duties and Responsibilities:

- To provide an efficient administrative support service within agreed timelines, SLAs/KPIs.
- To enhance the collaborative approach concerning work/support as required by the department and college i.e. data driven initiatives, writing letters, producing documents and stock controls.
- To service and attend meetings as required.
- To support the financial and auditing systems so as to safeguard the Department and College's financial controls.
- To support the co-ordination, updating and maintenance of documents as required by the stakeholders of the college.
- To maintain the college portal pages.
- Staff will be required to work/travel to any of the colleges or designated places as directed by the management team.
- To work effectively and collaboratively as part of a team with all staff in the department and provide cover for breaks and absences.
- To provide reception cover during College opening hours ensuring an efficient service to visitors, learners and staff.
- To adhere to all College policies and procedures and in particular to processes in the Administration Department.

- To deal with telephone/general enquiries, providing advice, receiving and giving relevant information and amending college databases.
- Provide secretarial and curriculum administrative support to management and curriculum staff.
- Evening and weekend work are required to suit business needs.
- To travel as appropriate in line with the duties of the position.
- To be included on the first aid duty rota (you will be fully trained if not already).
- To undertake such duties as may be required which are commensurate with the scale of the post.

Method of Working

The College expects all members of staff to work effectively as part of a team, or teams, supporting staff and students, improving lives through, education, training, skills and development and fostering social and economic success, in line with the College's overall mission.

Public Relations

Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service.

Equality and Diversity

West London College regards the promotion, embedding and effective implementation of the College Equality and Diversity Policy as a shared fundamental responsibility for all colleagues.

Safeguarding

West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment at work.

PERSON SPECIFICATION

Job Title	Admin Assistant
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A = Application Form C = Certificate I = Interview	P = Practical Assessment R = References T = Test	Essential or Desirable (E or D)	Method of Assessment
Approach/Values			
The ability to adopt an Ambitious approach – using Innovation and creativity to realise the College’s vision		E	A, I
A demonstrable track record of accepting Accountability and taking responsibility for outcomes		E	A, I
A commitment to Inclusion – demonstrating an open, welcoming and supportive attitude to Colleagues and Students		E	A, I
The ability to act with Integrity –displaying a fair, open and honest and accountable		E	A, I
Commitment to the safeguarding of all students in the College and in the workplace		E	A, I
Ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery		E	A, I
Experience			
Demonstratable experience and ability to work effectively as part of a team		E	A, I
Experience of providing high quality customer service in an external customer facing role		E	A, I
Experience of using computerised systems included databases; Word (processing), Excel (spreadsheets), Access (data inputting/retrieval) and Google Drive to prepare reports, letters and documents		E	A, I, T
Experience of inputting and printing reports from complex databases		E	A, I
Ability to devise and monitor simple procedures		E	A, I
Education			
Level 2 including GCSE Maths and English grade A*-C or 4-9* or equivalent		E	A, C
Evidence of recent and relevant professional development		D	A, I, C
Skills & Abilities			
Effective communication skills both oral and written		E	A, I
Good organisational skills and the ability to work on one’s own initiative and meet tight deadlines		E	A, I
Intermediate level of Microsoft Office IT packages or similar systems		E	A, I

Accurate and speedy keyboard skill (be able to type at least 30 word per minute)	E	A, I
Good numeracy skills to accurately purchase office supplies and the ability to cross check the stationary order	E	A, I

August 2021