JOB DESCRIPTION	
Post:	**Student Engagement Administrator**
Responsible to:	**Supervisor, Student Services**
Responsible for:	**Administration/Support**
Pay Band:	**2**

Job Purpose:

To contribute to the work of Student Services by completing tasks to a consistently high standard.

Administrators will normally work on a set of related activities on a single campus but may at times of peak demand, or when colleagues are absent, be asked to extend their normal range of duties or cover for an absent colleague on another campus.

Main Duties:

- The role will include duties on the main Reception desk and dealing with queries from students, staff, contractors, and the general public.
- To complete administrative tasks on time and to a high standard. These may include data inputting, letters, record keeping, room bookings, minute taking, reference requests, arranging meetings and ordering bus passes.
- Assisting with bursary enquiries including assisting students with their application and uploading evidence.
- The ability to demonstrate an excellent customer service approach ensuring that queries and information are provided to key stakeholders in a timely manner.
- To manage and to organize the Student Engagement Mailboxes e.g. Student Bursaries, efficiently.
- From time to time Student Engagement administrators are required to staff Open Day stands. These days are often outside of working hours, and it is a college requirement that they be manned.

The college reserves the right to amend the job description to reflect changes in the
duties of the post, commensurate with the grade of the post.

It is **essential** that the post holder has:

	Criteria	How Assessed
1	Level 2 qualification or equivalent standard	Application form, qualifications
2	Level 2 or above in literacy, numeracy and IT. If no formal qualification, must be willing to gain	Application form, qualifications, English and Maths tests prior to interview
3	Excellent interpersonal skills with a range of people – students, staff, parents, employers	Application form, interview
4	Evidence of a positive approach to learning and change	Application form, interview
5	The ability to work under pressure and to deadlines	Application form, interview
6	A flexible attitude towards working hours	Application form, interview
7	Good communication skills, both written and oral	Application form, interview
8	Good organisational skills and the ability to work methodically	Application form, interview
9	An ability to work quickly and accurately, following agreed procedures	Application form, interview
10	The ability to use word processor, database and spreadsheet packages	Application form, interview
11	An ability to pay close attention to detail	Application form, interview
12	Experience of dealing with the general public	Application form, interview
13	Evidence of working in a team environment	Application form, interview
14	A willingness to work outside of college hours when required	Application form, interview
15	Excellent IT skills including a good working knowledge of Office 365	Application form, interview
16	The ability to maintain confidentiality as appropriate when dealing with student records	Application form, interview

It is **desirable** that the post holder has:

1	Familiarity with a wider range of IT applications	Application form, interview
2	A qualification / experience in a customer focussed environment or is willing to train	Application form, interview
3	The ability to travel between campuses	Application form, interview