

The Leicestershire College Job Description

1. Job Details

Job Title:	Senior Administrator
Department:	Sport, Business and AMT
Reporting To:	Curriculum Manager
Competency Level:	Business Support 2
Hay Grade:	G2
Date of Job Evaluation:	December 2020
Annual Salary:	£21,751 to £23,965 per annum
Date:	January 2023

2. Job Purpose

To provide an excellent administrative service for the department, while communicating well with all users (e.g. students, parents, staff, employers).

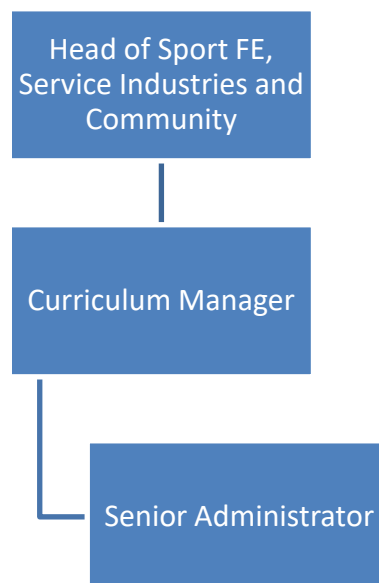
Taking a lead role in monitoring daily attendance to lessons for the area contacting absent learners / parents helping to identify at risk learners

Running data reports for the department to support the curriculum managers in improving the quality of provision

3. Dimensions

Not applicable.

4. Organisation chart



5. Diversity and Inclusion

Loughborough College is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally within Loughborough College and any place associated with Loughborough College by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time at Loughborough College.

E – Equality – All stakeholders will be given the same opportunities throughout their time at Loughborough College. They will be treated, and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College will work towards being a diverse College by ensuring all people are represented and have role models to aspire to. A diverse College will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College will create an environment that is truly inclusive by celebrating everyone’s individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College will ensure a more diverse and engaged workforce, student population and other stakeholders’ relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

6. Core Responsibilities

- To promote the College’s vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first-choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

Role specific responsibilities

- Supporting the Curriculum managers / Head of Department by providing a high quality efficient administrative service within the department.
- Work with curriculum managers to ensure data in pro solutions and pro monitor is accurate for the department.
- Run data reports for the department to support the curriculum managers in improving the quality of provision (e.g. attendance, retention, assignment submissions, compliance, at risk, and parent reports)

- Monitor attendance of lessons and ensure learners who are absent are contacted to discuss their absence. Contact parents/guardians where learner's attendance is below expectations OR does not improve. Work with the academic support team & lead tutors to ensure attendance patterns are spotted and rectified
- Ensure contact with students and / or parents is logged on the college IP.
- Work with managers to improve the reporting of data for the Department
- Work with Management Information Support Team to ensure statistics are correct and available according to deadlines -(sorting groupings on pro sol etc.)
- Work with Curriculum Managers to undertake timetabling as required
- Liaise with Exams Team on behalf of Curriculum Teams as appropriate-checking exam rooms, and re booking exams as required.
- Work with the team to prepare and organise team meetings, including preparation of agenda, minutes, and room bookings as required
- Co-ordinate event planning for activities such as open days, graduation ceremonies, by ensuring that brochures, leaflets are sent, rotas and schedules are completed, and refreshments and rooms are booked.
- To carry out any student/parent liaison activity - Including termly newsletters and parent evening sessions and reports
- Carry out any other duties and responsibilities within the function, commensurate with the level and grading of the post.
- Maintaining student records, registers, course files and timetables in compliance with College expectations.
- Administering student-focused processes, including; answering queries, recruitment and admissions, attendance and absence, timetable changes, submission of work, exams, travel, disciplinaries and complaints, DBS checks, etc.
- Administering staff-centred processes including answering queries, absence and follow-up, pay claims, meetings, minute-taking, circulation of information, etc.
- Undertaking activities that support the quality assurance processes such as analysing reports.
- Assisting managers in ordering, monitoring and accounting for resources and budgets, including processing purchase orders and invoices.
- Dealing with enquiries from awarding and examining bodies.
- Taking responsibility for administrative support for a designated Departmental area and specialist duties as appropriate to the Department if required.
- Liaising with employers, e.g. in relation to commercial courses, work experience, visits, enterprise days.

7. Key Result Areas

Action	Result
Carry out administrative tasks accurately and in a timely manner	The department runs smoothly and customer service is of high quality
Respond to students, staff, employers and other users appropriately and efficiently	Clear and effective communication of information and high satisfaction levels
Process information and records accurately	Information can be acted upon quickly and productively

8. Key Working Relationships and Communications

Internal: Members of the Sport department and other college staff, and students.

External: Employers, awarding and examining bodies, students' parents/carers, other agencies as required.

9. Scope for Impact

Not applicable.

10. Competency profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Good standard of literacy and numeracy. At least GCSE passes Level 4-9 (equivalent to Grades A-C) in English and Maths or equivalent	●		Application/ Certificates
2.	A relevant academic or vocational qualification at Level 3 or above	●		Application/ Certificates
3.	IT or Business Administration qualification		●	Application/ Certificates
EXPERIENCE				
4.	Experience of providing an administrative service, preferably in education	●		Application
5.	Experience of producing high quality reports, managing data and producing pivot tables	●		Application
6.	Experience of the use of Information Technology applications such as databases, spread sheets, diary and calendar systems, websites to assist in the administration and organisation of work	●		Application
SKILLS & KNOWLEDGE				
7.	Good administration, organisational and planning skills	●		Application/Inter view/Task
8.	Exceptional IT skills using a variety of systems including Microsoft Office, web-based systems	●		Application/Inter view/Task
9.	Excellent interpersonal skills and the ability to work with a wide variety of people including young people	●		Interview/ Task
10.	Excellent customer care skills	●		Application/ Interview
11.	A high level of verbal and written communication skills which enable creation of positive relationships with students, staff, managers and external contacts at all levels	●		Interview
12.	A demonstrated ability to produce word-processed documents to a high standard of accuracy	●		Task
BEHAVIOURS				
13.	Ability to work effectively as part of a team	●		Interview
14.	Ability to work proactively and on own initiative	●		Interview
15.	Willingness and ability to learn new systems and skills	●		Interview
16.	Flexibility to deal with a range of circumstances	●		Interview
17.	Ability to prioritise personal workloads and manage competing demands	●		Interview
18.	Promote the College's equal opportunities policy and practices	●		Interview

19.	Ensure the safeguarding of students	•		Interview
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Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in January 2023 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	