

## JOB DESCRIPTION

<b>Post:</b>	<b>Administrator</b>
<b>Responsible to:</b>	<b>Supervisor, Student Services</b>
<b>Pay Band:</b>	<b>2</b>

### Objective and Purpose of the Job:

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 Responsibilities and Main Duties of the Post:

- 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, ordering bus passes and assisting with bursary enquiries
- To demonstrate a customer-focussed approach. This will include handling queries, and providing information, advice and guidance.
- To assist where necessary with the UCAS application process, NUS and the Late Carding process
- To complete administrative tasks and functions including front desk duties
- To ensure the Student Service Mailboxes eg Student Bursaries, are always processed in a timely manner and the queries answered
- From time to time Student Services 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

### Other Duties Applicable To All Staff Working At Abingdon and Witney College

- Take personal responsibility at all times for ensuring the welfare of students, apprentices and visitors by ensuring their access to the support, services and resources available. It is expected that all members of staff will play a part in ensuring that all students are safe, happy and complete their programmes successfully.
- Comply with College procedures in relation to Safeguarding and the Prevent agenda.
- Participating in a programme of personal development.
- Keeping abreast of developments in your area.
- Adhering to the Health and Safety policies and procedures in force within the College, with particular regard to your own safety and that of other people using the College.

- Adopting high standards of customer service.
- Staff must abide by any College policies in relation to dealings with staff and students, e.g. communications, equal opportunities and employment policy.

As a term of your employment you may be required to undertake such duties as may reasonably be required of you, commensurate with your grade, at any of the College sites.

The College reserves the right to amend the job description in consultation with the employee to reflect changes in the duties of the post.

## PERSON SPECIFICATION

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

	<b>Essential criteria</b>	<b>How assessed</b>
1	Level 2 qualification or equivalent standard	Application form, interview
2	Level 2 or above in literacy, numeracy and IT. If no formal qualification, must be willing to gain	Test at 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:

	<b>Desirable Criteria</b>	<b>How Assessed</b>
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

## CONDITIONS OF SERVICE

<b>Salary:</b>	Pay Band 2
<b>Payment:</b>	Monthly payments direct to bank via BACS
<b>Hours:</b>	37 hours per week
<b>Holidays:</b>	24 days rising to 29 days after 5 years plus public holidays
<b>DBS:</b>	All employees undergo a Disclosure and Barring Service (DBS) check. Copies of the Disclosure and Barring Service Code of Practice and the College's policy on the 'Secure Storage, Handling, Use, Retention & Disposal of Disclosure and Barring Service (DBS) Disclosures and Disclosure Information' are available on request.
<b>Pension</b>	Employees are automatically opted into the Local Government Pension Scheme (LGPS) however, they may opt out if they wish

These details are for broad information only and must not be taken as a complete or authoritative statement. They do not constitute a full contract of employment.

**SAFEGUARDING AND PREVENT** - Abingdon & Witney College is committed to:

- ensuring the well-being of all young people and vulnerable adults in its care
- ensuring all students, staff and stakeholders are aware of the need to prevent people from being drawn into terrorism

**EQUAL OPPORTUNITIES** - Abingdon & Witney College aims to be an equal opportunity employer. We are committed to the policy that staff recruitment shall be carried out in accordance with equal opportunities practice and legislation and that appointments shall be made only on the basis of job- related criteria.



**Abingdon and Witney College is committed to good practice in employing people with disabilities. To this end the College will:**

- Interview all applicants with a disability who meet the minimum criteria for a job vacancy and consider them on their abilities.
- Ask disabled employees at least once a year what can be done to be sure that they can develop and use their abilities at work.
- Make every effort when employees become disabled to make sure they stay in employment.
- Make sure key employees develop the awareness of disability needed to make this commitment work.
- Review these commitments annually.