

# FARNBOROUGH COLLEGE OF TECHNOLOGY

## JOB DESCRIPTION

- 1 JOB TITLE:** Quality & Safeguarding Administrative Officer
- LOCATION:** Boundary Road, Farnborough
- RESPONSIBLE TO:** Associate Director of Safeguarding and Quality
- HOURS OF WORK:** 37 hours per week, 52 weeks per annum

**2 OBJECT OF JOB:**

The role will provide administrative support to the Director of Quality and the Associate Director of Safeguarding and Quality.

Under the direction of the Associate Director of Safeguarding and Quality, you will provide administrative support to the Safeguarding and Quality functions within the College.

You will be expected to maintain strict confidentiality and observe data protection guidelines at all times.

**3 DESCRIPTION OF MAIN RESPONSIBILITIES:**

**Quality**

- Support the Quality Team to ensure that Vice/Assistant Principals and Programme Managers receive quality data and reports to help them evaluate their programmes and implement improvement.
- To assist the Quality Team to ensure all Self-Assessment Reports and Quality Improvement plans are completed on time.
- To liaise with FE Awarding Organisations:
  - To administer the Awarding Organisation approval of the Course Approvals process
  - To support and track the External Verification process: monitor appointments, track reports and create action plans for Programme Manager approval
  - To administer the Assessment Verification Monitoring Group (AVMG) process: prepare course list, organise meetings, take and distribute minutes
  - To organise annual visits and process queries
- To support the Quality Team in capturing qualitative data, for example administering internal and external surveys
- To prepare accurate correspondence and documentation.
- To ensure accurate and timely input of data onto the departmental databases and spreadsheets, as appropriate.
- To provide management information reports and circulate reports as directed.

- To ensure routine administrative activities are completed such as despatching and opening post, maintaining a tidy office and adhering to the clear desk policy.
- To take and produce minutes and agendas for relevant meetings.
- To assist in covering activities during staff leave, absence and peak periods.
- To assist the Quality Team in the preparation of statistics for college or Government Agencies.

### **Safeguarding**

- To deal sensitively with enquires or telephone messages, logging calls accurately and alerting the Safeguarding Lead or Managers immediately to any issues requiring immediate attention.
- Maintain an accurate list of Learners with safeguarding issues, contact previous educational establishments after enrolment to obtain previous safeguarding reports and record details on MyConcern
- To liaise with Tutors and Programme Managers where necessary to create safeguarding reports to send to external agencies.
- To ensure all safeguarding /child protection reports are scanned and uploaded to MyConcern.
- To monitor and ensure staff have access to MyConcern, including activating and deactivating accounts.
- To liaise with MIS to ensure student profiles are visible on MyConcern and archived once students have left the College.
  - To undertake any other duties as required by the Director of Quality and/or Associate Director of Safeguarding and Quality.

#### **4 NUMBER OF STAFF SUPERVISED AND GRADES:**

N/A

#### **5 MAIN TYPES OF DECISIONS TAKEN:**

N/A

#### **6 MAIN CONTACTS:**

- Staff – both teaching and support
- Students
- Awarding Organisations
- Other central departments e.g. Programme Areas, Exams, MIS, Finance etc

#### **7 PERSONNEL SPECIFICATION:**

##### **EDUCATIONAL ATTAINMENTS OR ACADEMIC/PROFESSIONAL QUALIFICATIONS**

- Good standard of education - Maths and English GCSE or equivalent.
- Good keyboard skills, including use of databases and spreadsheets

##### **ESSENTIAL WORK EXPERIENCE**

- Office administration
- Knowledge of FE/HE sector highly desirable
- Experience of working with Awarding Organisations desirable

##### **ESSENTIAL OR SPECIFIC SKILLS/COMPETENCIES OR APTITUDES:**

- Sound computer skills including Microsoft Office software (Essential)
- Articulate with excellent interpersonal skills
- Accurate, methodical and meticulous
- Ability to prioritise, work under pressure and meet demanding and competing deadlines.
- Ability to manage time effectively and efficiently.
- Ability to use own initiative

**PERSONALITY/BEHAVIOURAL CHARACTERISTICS:**

- Discreet and professional at all times
- Ability to stay calm under pressure
- Good verbal and written communication skills
- Able to work effectively as part of a team
- Willing to collaborate and build effective working relations across academic and support areas of the college
- Genuine interest in the education and welfare of young people
- Understanding of the needs and expectations of young people

**SAFEGUARDING**

The College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff to share this commitment. This position will involve contact with young people and vulnerable adults. Consequently, the post-holder will be obliged to demonstrate and maintain their suitability to work with young people and vulnerable adults. This will include a requirement to undertake an enhanced Disclosure & Barring service.

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**SIGNED:** Kat Morris

Director of Quality

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**November 2020**