

JOB DESCRIPTION

Job title: Centre Administrator

Reports to: Centre Administration Team Leader

Overall Responsibilities

To provide a professional administrative and support service to the appropriate Department and The Bedford College Group.

Main duties:

1. To assist the department with a varied range of customer service and administrative activities and to implement Service Standards effectively.
2. To represent the department as a first point of contact by answering telephone enquiries and welcoming visitors.
3. To support the Head of Department, Course Managers, Advanced Practitioners and programme area staff by producing a range of professional business documents, to include meeting agendas, minutes, letters, emails, reports, on-line purchase requisitions and proof reading.
4. To arrange relevant trips for the department.
5. To use various College software packages (ProSolution Student Database etc.) as required.
6. To assist with ensuring student data information is up to date.
7. To assist the Examinations Dept. and Student Data with various tasks, including registering of students for Exams, progressing Learners, exam invigilation, sending out of Certificates and any other duties assigned by the Centre Administration Team Leader.
8. To be responsible for the collection and distribution of post, purchase of all printed forms, stationery and equipment necessary for the routine function of the programme area(s).
9. To undertake any other duties as appropriate assigned by the Centre Administration Team Leader/Senior Academic Administrator and/or Centre Administration Manager.

Statutory Duties:

- **Safeguarding**

To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns in line with College procedures.

- **Equality and Diversity**

To be responsible for promoting equality and diversity in line with College procedures.

- **Health and Safety**

To be responsible for following health and safety requirements in line with College policy and procedures.

- **Training and development**

To participate proactively in training and development including qualification development required in the job role.

PERSON SPECIFICATION

Job title: Centre Administrator

	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • Good general education to include English at GCSE grade A*- C or equivalent. • ITQ Level 2 (IT qualification) or ECDL Level 2 (European Computing Driving Licence) or RSA II (OCR) Word Processing or equivalent • Level 2 in Maths/Numeracy (GCSE or equivalent) or willingness to achieve Numeracy Level 2. • Level 2 in Business Administration or equivalent 	<ul style="list-style-type: none"> • Level 3 in Business Administration or equivalent • Safeguarding training • Equality and diversity training • ECDL or ITQ Level 2 or equivalent • First Aid Qualification
Knowledge/ Experience	<ul style="list-style-type: none"> • Experience of working effectively in an office based environment • Experience of working effectively in a customer focussed environment • Strong Working knowledge of Microsoft Word, Excel and PowerPoint. • Evidence of high performance in previous roles/jobs • Experience of operating computerised and manual systems • Willingness to take minutes • Experience of working effectively with people from diverse backgrounds • Evidence of understanding how to promote equality and diversity within the job role 	<ul style="list-style-type: none"> • Customer Service Training/Qualification • Experience of taking Minutes
Skills/ Abilities	<ul style="list-style-type: none"> • Ability to be punctual and reliable consistently. • Ability to follow instructions and ask questions to check understanding. • Ability to use emails and the Internet. • Ability to proof read and correct documents accurately, paying attention to detail and to ensure it is grammatically correct and spell checked consistently. • Proven ability to manage a busy and varied workload and meet deadlines. 	

	<ul style="list-style-type: none"> • Ability to record, track and retrieve documents using files and folders (paper based and electronic) • Ability to record data accurately and to produce well-presented reports. • Ability to work on own initiative. • Ability to consistently demonstrate high levels of performance within a job role • Ability to communicate effectively and confidently face to face, on the telephone and in writing • Ability to assimilate course information to be able to provide accurate information to customers • Ability to make a positive team contribution, valuing colleagues' particular professional expertise and respecting other members of the team as individuals • Ability to work in line with our Values of <ul style="list-style-type: none"> • Student Focus • High Performance • Respect, Openness, Honesty and explain how this relates to the job role • Ability to promote our outstanding reputation and carry out our business appropriately and professionally at all times 	
Special Requirements	<ul style="list-style-type: none"> • Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns • Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults • Willingness continuously to update skills and knowledge • Flexible approach to work and working times 	

	<ul style="list-style-type: none">• Willingness to travel to and work at all locations where we provide a service• Awareness of health and safety requirements relevant to the job• Ability to assist with setting up for events, Parents Evening, Open Days etc. and attend as required.	
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