

## Job Description: Divisional Administrator

### Role Specific

Provide highly effective, efficient and timely administrative support which meets the varied needs and complexities of each curriculum area. Ensure that all aspects of the College's business are focused on learners and work closely with curriculum and support teams in order to ensure the college delivers an outstanding offer to learners.

#### General duties include:

1. To administer paperwork and data in-line with College procedures and processes
2. Manage workload
3. Keep up to date with systems and process and ensure procedures are maintained
4. Ensure adherence to financial processes, as required
5. Build collaborative relationships across College

#### Role specific duties include:

1. Provide administration support to Head of Curriculum and their teams including; post distribution and communication with parents and learners, for example, issuing student contracts.
2. Effectively co-ordinate and provide administrative support for internal and external meetings on-site or remote via Teams or Zoom. Duties include scheduling meetings, taking minutes and arranging hospitality requests.
3. Respond to queries in a timely and professional manner, including; telephone website, face to face and team mailbox.
4. Update and maintain electronic College Management Information Systems, ensuring data is collected and recorded timely and in line with data regulations and contractual obligations, including:
  - Pro-Monitor with information such as letters home, reward postcards, and student destinations.
  - Inputting Emergency Contact/Next of Kin Forms etc.
5. Supporting the College's disciplinary process.
6. Monitor Evolve Trips and Visits system to ensure all trips and visits are recorded in a timely manner, by liaising with curriculum colleagues to ensure trip registers and risk assessments are processed. Issue payment links to parents, book coaches, transport, venues and events.
7. Extract data from College systems into Excel and present in a user-friendly format.
8. Professionally liaise with internal and external customers through varied communication channels to deliver outstanding customer service.
9. To provide cover for Reception services and College events as required.
10. Meet and greet visitors and learners, determining their needs and providing advice and support.



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### College Responsibilities

1. Share the College's Vision, Mission, Values, Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities and be actively involved in the College's culture of high expectation
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with College strategies
5. Contribute to cross-college events
6. Adhere to College policies and procedures including health and safety
7. Ensure good communication at all levels
8. Be responsible for safeguarding and promoting the welfare of children, young people and/or vulnerable adults
9. Any other duties that the Principal considers appropriate

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Person Specification	Divisional Admin
<b>Qualifications and Attainments</b>	<b>Essential / Desirable</b>
4 GCSEs or equivalent including Maths and English at Grade C/4 or above (or willing to achieve).	<b>Essential</b>
ECDL, CLAIT or equivalent ICT qualification/experience,	<b>Desirable</b>
<b>Training, Experience and Knowledge</b>	
Experience of providing administrative support in a fast-paced busy office environment.	<b>Essential</b>
Ability to manage multiple tasks and prioritise workload to ensure deadlines are achieved.	<b>Essential</b>
Experience of accurately processing information ensuring attention to detail.	<b>Essential</b>
Excellent written and communication skills.	<b>Essential</b>
Proficient in the use of Microsoft Suite, in particular Excel, Word and Outlook.	<b>Essential</b>
Experience of providing outstanding customer service to internal and external customer.	<b>Essential</b>
Experience of organising and minuting meetings.	<b>Desirable</b>
Experience of working within an education environment.	<b>Desirable</b>
<b>Personal Skills and Attitudes</b>	
Excellent ICT skills.	<b>Essential</b>
Ability to respect and maintain confidentiality.	<b>Essential</b>
Be a team player and have the ability to work autonomously.	<b>Essential</b>
Excellent organisational skills and ability to meet deadlines/targets.	<b>Essential</b>
Display initiative, be positive and enthusiastic.	<b>Essential</b>
Full driving licence and access to own transport.	<b>Desirable</b>
Demonstrate a commitment to equality and diversity, customer service and quality assurance.	<b>Essential</b>
Demonstrate a commitment to the process of continuous review and improvement.	<b>Essential</b>
Suitability to work with children, young people and/or vulnerable adults.	<b>Essential</b>
Flexible approach to working times in line with the College Calendar and willing to support Open Events, Parents Evenings etc., as required.	<b>Essential</b>