**JOB DESCRIPTION**

**Post:** College Services Assistant

**Salary:** £17,426 per annum

**Responsible To:** College Services Manager

**Summary of Post:** To provide effective and efficient administration as part of the College Support Services this is will include supporting services across the college including the Open Learning Space, HR and Marketing

# Specific Duties:

1. To ensure the appropriate and accurate administration is completed in respect to student admissions, enrolments and any other aspect of the student data records as directed by the College Services Manager.
2. To assist with the administration of registers and timetables as directed by the College Services Manager.
3. To assist with the organisation and administration of examinations as directed by the College Services Manager.
4. To assist with the operational duties of the College Reception as directed by the College Services Manager, including supporting with answering telephone calls, emails and queries into the College.
5. To assist with the administration of Learner Support Funds and Bursary’s, to include verification of claims, payments and receipts.
6. To assist with the issuing of petty cash and reconciliation of the petty cash control account. Checking and posting of cash receipts and completion of the banking.
7. To provide confidential support to the HR Officer undertaking various administration tasks which will include payroll.
8. To assist with the administration and minute taking if an independent record is required, such as meetings with students, parents /carers and disciplinaries.
9. To help with co-ordination of the pool College vehicles including maintaining a register of driving licences and the issue and return of vehicle keys.
10. To participate in and support College Enrolment Events, Community Days, Open Days and other associated activities. This will require flexibility in working hours to meet the business needs which may include working evenings and weekends as required.
11. To provide front-line customer service and contribute to the day to day running of the Open Learning Space to enable learners to utilise the resources and equipment effectively, (including technologies) ,within the study areas. Including managing student behavior as appropriate.
12. To support the marketing of the campus as directed by the College Services Manager

# General Duties and Responsibilities:

1. To participate in the Staff Appraisal Scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with College policies and guidelines in respect to health & safety
4. To demonstrate positive personal and professional behaviour as specified College Code of Conduct.
5. To undertake continual CPD to support the College culture of continuous improvement.
6. To partake in Performance Standards scheme and quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested by College management.
10. You will be responsible for protecting staff and learners from all preventable harm as per College Safeguarding procedures.

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|  | **EMPLOYEE SPECIFICATION** | **Application** | **Interview** | **Shortlisting Weighting** |
| Skills | | | | |
| 1. | Ability to work on own initiative and part of a team | ✓ | ✓ | 4 |
| 2. | Attention to detail and able to identify issues in documents , processes and procedures |  | ✓ | 4 |
| 3. | Good communication and interpersonal skills including use of College IT systems |  | ✓ | 4 |
| 4. | Ability to keep accurate records (filing) and take accurate notes/minutes of meetings |  | ✓ | 4 |
| 5. | Actively contribute to the College’s Safeguarding practice, procedures, culture and ethos | ✓ | ✓ | 6 |
| 6. | Good all round administration skills, working with customer service standards | ✓ | ✓ | 4 |
| Experience | | | | |
| 1. | To work effectively with competing priorities to tight deadlines | ✓ | ✓ | 4 |
| 2. | To work effectively with College IT systems to upload and prepare reports |  | ✓ | 4 |
| 3. | Experience of data entry using student record systems | ✓ | ✓ | 4 |
| 4. | Appropriate experience of working within an office environment | ✓ | ✓ | 4 |
| 5. | Work effectively with financial documents and systems |  | ✓ | 4 |
| 6. | Maintains high standards in presentation of self and College premises |  | ✓ | 4 |
| 7. | Work flexibly to support cross College events as required |  | ✓ | 4 |
| Education | | | | |
| 1. | Maths Level 2 (e.g. equivalent to GCSE grade C or above) | ✓ |  | 4 |
| 2. | English Level 2 (e.g. equivalent to GCSE grade C or above) | ✓ |  | 4 |
| 3. | Qualified to Level 2 in Business Administration or equivalent | ✓ |  | 4 |
| 4. | Evidence of continuing professional development | ✓ | ✓ | 4 |

**Advice to candidates**

**This post is subject to an enhanced disclosure from the Disclosure and Barring Service.**

In completing your application please draw attention to the extent to which you meet each of the essential characteristics for the post as this will assist with the shortlisting process.

Failure to meet all of the essential criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.