

Job title:	Transport and Financial Support Administrator
Reports to:	Reception and Administration Services Leader
Business area:	Reception and Administration Services
Responsibility for others:	No

JOB DESCRIPTION

Purpose and context:

The purpose of the role is to provide a professional, customer focused service for the group. In addition to providing customer service to staff and potential staff, the post holder will maintain effective streamlined procedures, processes and systems to ensure service quality in people services related activity.

The following list is intended to give an indication of the range of duties and responsibilities it does not specify all aspects of the role.

Duties and responsibilities:

- Administer student transport arrangements for Selby College, including processing bus applications, maintaining accurate records, and supporting timely communication with students, parents/carers and relevant internal teams
- Support the coordination of College bus provisions by monitoring student numbers, assisting with bookings, and ensuring transport information is kept accurate and up to date
- Provide administrative support for student financial support processes, including responding to bursary related queries, supporting students with applications, and checking bursary status where appropriate
- Act as a point of contact for students and families requiring information or guidance relating to transport and financial support at Selby College
- Liaise with internal departments, including Reception and Administration Services, Finance, Student Services, and external transport providers where required, to support effective service delivery
- Support key operational periods, including summer preparation, enrolment, and the start of the academic year, to ensure transport arrangements are in place for students
- Maintain accurate records and documentation in line with College procedures, data protection requirements and relevant financial support processes
- Contribute to improving access, attendance and retention by helping to reduce practical barriers for students who require transport or financial support

Responsibilities of all employees:

- Undertake a proactive approach to safeguarding and promoting the welfare of all students, ensuring personal compliance with all Group policy and procedure relating to the safeguarding of students.
- Be alert to any indication or allegation of abuse and take appropriate action, as necessary.
- Committed to upholding British Values, celebrating equality and diversity, and maintaining a culture of respect and tolerance.

- Celebrate and value the diversity brought to our workforce by individuals, providing positive role models and an all-inclusive approach.
- Act in accordance with data protection legislation.
- Participate in team meetings and development opportunities as identified.
- Ensure the health and safety of students, staff, and resources within their scope of responsibility.
- Ensure risk assessments are undertaken, updated, and submitted in line with Group policy.
- Undertake appropriate learning and development, to the equivalent of at least 30 hours (pro rata) each year.
- Ensure students receive a positive introduction into college life through involvement in all identified aspects of the enrolment process.

Our Values:

Our values act as the moral compass for our organisation. They encapsulate the way we do things, how we behave and how we make our decisions. These are the values we stand behind -

Respect

We clearly communicate with transparency and integrity and show kindness and passion for the things we do

Inclusion

We create a safe and sustainable environment where all can thrive, enabling creativity and individuality

Ambition

We aspire for excellence, continually growing and looking for opportunities to innovate and develop

Collaboration

We take individual and collective accountability and work together to seize opportunities to continuously improve

This Job Description is intended to provide a guide to the duties and responsibilities of the post and to set in context within which the post holder will operate, duties may vary from time to time without changing the general character of the post. It should not be regarded as a legal document or a set of conditions of service.

An appointment to this post will be subject to an enhanced disclosure from the DBS, Children's Barred List check, receipt of at least two satisfactory references, provision of evidence of identification and right to work, evidence of essential qualifications and medical clearance.

Person Specification: Transport and Financial Support Administrator		
NOTE TO APPLICANTS: Please ensure you note in your application form how you meet the criteria below. This is used for shortlisting purposes.	Criteria: Essential Desirable	Assessed: Application Interview Task References
<u>Qualifications and Training:</u>		
Minimum GCSE grade A* - C / 9 - 4 in English and Maths or equivalent	Essential	Application
Safeguarding and Prevent Training (or to be completed within one month of appointment)	Essential	Application
IT qualification and / or equivalent experience	Essential	Application
<u>Relevant Experience:</u>		
Experience of working in a customer focused environment	Essential	Application, Interview
Experience of preparing (non) routine correspondence	Essential	Interview, Task
Answering queries via telephone, email and in person	Essential	Application, Interview
Working in a busy office environment	Essential	Application, Interview
Working in administration within the Further Education sector	Desirable	Application, Interview
<u>Skills and Knowledge:</u>		
The ability to work on own initiative and find solutions	Essential	Interview, Task
The ability to use a range of systems	Desirable	Interview, Task
Administration and IT skills including MS Office packages	Essential	Application, Interview, Task
Confident communication skills, both verbal and written	Essential	Application, Interview, Task
Organisational skills	Essential	Interview
Time management skills, with the ability to prioritise workload and meet deadlines	Essential	Interview

High level of accuracy and attention to detail	Essential	Application, Interview, Task
The ability to work as part of a team	Essential	Interview, References
The ability to identify and take forward service improvements	Essential	Interview
Knowledge of the principles of data protection	Essential	Application, Interview
The ability to form and maintain appropriate relationships and professional boundaries with all students	Essential	Interview, References
<u>Additional Factors:</u>		
Commitment to providing a quality service	Essential	Interview
Helpful and ability to promote customer care	Essential	Interview
Adaptable to change	Essential	Interview
Ability to work using own initiative to meet tight deadlines	Essential	Interview
A commitment to the principles of Equality, Diversity & Inclusion	Essential	Interview
As the College Group is a multi-campus site, flexibility and willingness to work across all sites is required	Essential	Interview

Please note that due to the volumes of interest and applications, we are unable to give individual feedback to applicants where they have not been shortlisted and selected for interview.