

Job title:	Administrator
Reports to:	Reception and Admin Services Team Leader
Business area:	Campus Support
Responsibility for others:	No

JOB DESCRIPTION

Purpose and context:

To provide efficient and timely clerical administrative support, as directed by the Reception and Admin Services Team Leader

To provide a professional, efficient and excellent customer focused service to all staff, students and visitors as the first point of contact within the College reception area.

Contribute to maintaining effective streamlined procedures, processes and systems to improve the service provided.

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

Duties and responsibilities:

- Provide clerical and administrative support to Heads of Curriculum, Curriculum Development Managers, and teaching staff.
- Provide clerical and administrative support to the Student Experience team.
- To accept payments in relation to invoices issued, enrolments, sales, trips and visits and balance all monies at the end of each day to forward to the Finance Team.
- Assist with the franking of the external mail and the distribution of internal and external mail.
- Respond effectively and efficiently to customer contact which would include external partners, employers, staff, managers, students and their parents.
- Support the planning and facilitation of college and student events and activities required within the college calendar.
- Be responsible for the day to day administration of applications and admission of part time programmes, involving direct contact with students and teaching staff and liaison with other college services
- To be responsible for the initial inputting of student enrolment data with evening requirements at specific peak enrolment times throughout the year which will be built into the rota
- Maintain appropriate files and records in accordance with College and audit requirements, the Data Protection Act and with due regard to confidentiality.
- To participate in the design, review and audit of administrative systems and procedures, which are the responsibilities of the team.
- To participate in team meetings, training and development opportunities to support the requirements of the role.

Responsibilities of all employees at Heart of Yorkshire Education Group:

- 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 Group 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 (List 99) 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: Administrator		
NOTE TO APPLICANTS – please ensure you note in your online 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>		
GCSEs in English and Maths A*-C/9-4 or equivalent	Essential	Application
Safeguarding and Prevent training, or to be completed within one month of appointment	Essential	Interview
IT qualification e.g CLAIT, ECDL or equivalent	Desirable	Application
<u>Relevant Experience:</u>		
Experience of accurately inputting data	Essential	Application, Interview, Task
Experience of handling Data Protection issues	Essential	Interview
Experience of working to tight deadlines	Essential	Application, Interview, Task
Experience of working in a busy office environment	Essential	Application, Interview
<u>Skills and Knowledge:</u>		
Readily shares own knowledge and experience	Essential	Interview
Checks quality and accuracy of own work	Essential	Application, Interview
Actively listens and communicates effectively	Essential	Application, Task
Manages and organises own work into a logical and practical way	Essential	Interview
Tha ability to form and maintain appropriate relationships and personal boundaries with all students	Essential	Interview, References
Ability to use Microsoft Word and Excel	Essential	Application, Task
Ability to gather and interpret data to support problem solving	Desirable	Task
Able and confident to make decisions independently, if required	Desirable	Interview, Task
<u>Additional Factors:</u>		
Works effectively as part of a team	Essential	Interview

Takes responsibility for completing tasks as part of a team	Essential	Interview
Responsible and committed to achieving targets and deadlines	Essential	Interview
Provides a positive, professional and friendly service	Essential	Interview, References
Suggests ideas to improve service standards	Essential	Interview
Willingly takes on new tasks and adopts new approaches as required appropriate to the job role	Essential	Interview
A commitment to the principles of Equality & Diversity	Essential	Interview
As the Group is a multi campus site, flexibility and willingness to work across all sites is required to cover colleagues if/when 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.