



POST	School Administrator
CURRICULUM AREA	Creative Arts
CAMPUS	Richmond upon Thames College
SALARY	£22,197.63 to £26,919.76 per annum pro rata inclusive of LW. Scale 4/5
HOURS	36 hours per week (Term Time Based – 42 weeks)
RESPONSIBLE TO	Head of School Creative Arts

JOB PURPOSE

The School Administrator will work together to provide a high-quality administrative support service in a fast-paced working environment, meeting the needs of the learners, Heads of School and the teaching teams and supporting curriculum activities and objectives.

MAIN DUTIES AND RESPONSIBILITIES

Customer & Student Experience

- To provide an effective and efficient customer service
- To be responsible for dealing with and resolving a wide range of internal and external customers' queries in a timely and professional manner
- To provide administrative support for College student and parent events
- To assist with the administration for Parents Evenings
- To provide administrative assistance with parent/student communications as required.
- To provide reception duties as required for the College both in person & via the telephone.
- To notify learners of class changes, teacher absence and organised trips.
- To arrange learners' trips, booking travel arrangements, conduct risk assessments and gaining parents' permission.
- To use initiative and judgement to identify and resolve routine problems independently, knowing when to seek advice from senior colleagues.

Finance & Funding

- To administer the school finances (Purchase Orders, Invoicing, budget monitoring etc). Organise and administer ordering and payment of course materials and resources.
- To administer part time lecturers' pay claims for payment.

Registry, Funding & Information Services

- To process administrative tasks to resolve funding team reports & tasks (registers, EEP) to support the school's compliance
- To provide administrative assistance to achieve compliance with teaching staff on college policies (timetables, registers etc)
- To process learner amendments (completions, transfers, withdrawals etc) in a timely manner
- To assist with the administration of Work Experience monitoring & reporting.
- To create and maintain accurate records of learners' progress and achievements, on Markbook and arrange parental communications
- To set up Markbook, the Assessment recording and monitoring system, liaising with awarding bodies where appropriate and accurately input marks provided by the teaching team.

- To work with the Timetabling officer to assist with the set up and maintenance of timetables prior to the start of each course.
- To follow up incomplete registers, running reports and liaising with the teaching team.
- To liaise with the Exams department, in relation to learners' registration, exam entries and/or results issues, and with the English and Maths team where applicable, monitoring learners' attendance.

Other Duties:

- To report & record staff & learner absences as required in a timely manner.
- To maintain records & filing systems (both electronically & paper based)
- To prepare relevant communications as required (letters, emails etc)
- To organise & attend meetings providing minute taking support as required.
- To prepare & circulate meeting papers/information
- To order & manage stationery stock
- To take part in key College events, such as Enrolment, Learner Interviews, Open Days and Evenings when required.
- To carry out invigilation duties as required.
- To sort collect and distribute mail.
- To contribute to any other ad-hoc administrative tasks arising as required.
- To always maintain confidentiality in respect of student related matters and to prevent disclosure of confidential and sensitive information.

GENERAL DUTIES

- To participate fully in Staff Review according to the College requirements and undertake training as required.
- To keep up-to-date with Quality Improvement initiatives and to be aware of, and meet, service standards for the department.
- To propose any ideas that may help to promote and extend the College's reputation and efficient running of the College.
- To undertake all duties and responsibilities in accordance with College policies inclusive of Equal Opportunities, Data Protection, Child and Vulnerable Adult protection, Quality and Financial regulations. To report any concerns to the appropriate person.
- To work safely, consider the safety of others and work within the guidelines stated in the College Health and Safety Policy.
- To be available to assist in enrolment procedures, which may require additional hours including evenings and weekends, for example during the Autumn Term.
- To work flexibly, which may include events, parents' evenings and occasionally weekends.
- To undertake any other duties commensurate with your level of responsibility as may be required by the Senior Leadership Team or a member of the College Directorate Group, in order to ensure the efficient functioning of the College.

PERSON SPECIFICATION

The successful candidate will fulfil the following essential and expected requirements.

	Expected	Essential	Assessed by
Knowledge			
1. To have a knowledge of and commitment to the principles of Equality and Diversity, Safeguarding, Health & Safety.	✓		I
Abilities/Skills/Experience			
2. Have experience of providing administrative support and excellent planning and organisational skills.		✓	AF/I
3. Have experience of providing exemplary customer service to both internal and external customers.		✓	AF/I
4. To have the ability to communicate effectively, both oral and written with staff, students and the public and a range of other stakeholders, evidencing a good standard of numeracy and literacy.		✓	I/PE
5. Demonstrate a commitment to providing a quality customer service.		✓	AF/I
6. Initiative and ability to prioritise one's own work and work to tight deadlines.		✓	I/PE
7. Be able to work as an effective member of a team.		✓	AF/I
8. Strong digital competency, with ability to use Microsoft Software including Office365, Sharepoint, Excel, and Word.		✓	AF/I/PE
9. Excellent attention to detail.		✓	AF / I
10. Ability to analyse and manipulate data.		✓	I
Qualifications and further professional development			
11. Qualified to Level 2 equivalent or above.		✓	AF
12. Willingness to take part in all relevant training and evidence of recent professional development and its impact.		✓	I

CONDITIONS OF SERVICE

The appointment will be subject to satisfactory references and completion of a 9 month probationary period as well as medical clearance, an enhanced disclosure from the Disclosure and Barring Service (DBS), evidence of eligibility to work in the UK and evidence of qualifications. All of the above checks must have been completed before the start of the employment.

