



JOB DESCRIPTION/ CANDIDATE SPECIFICATION

POST	Department Administrator Supervisor
DEPARTMENT	Various
SALARY	£16,579.43 - £18,062.43 per annum (Scale 5)
HOURS	28 hours per week, 42 working weeks per year
RESPONSIBLE TO	Curriculum Director

JOB PURPOSE

The Department Administrator Supervisor will work with the Curriculum Director to ensure the effective deployment of the team of administrators. The team will work with Curriculum Teams to provide high quality administrative support service, undertaking various administrative procedures within the team. The post holder will have contact with staff and students.

MAIN DUTIES AND RESPONSIBILITIES

- To prioritise, communicate and supervise the work of the department administration team and ensuring that adequate standards are maintained, allocating and delegating tasks as appropriate.
- To train and develop the department administration team in the systems and processes required of them and conduct performance management reviews.
- To act as first point of contact for curriculum teams, including: respond to enquiries on the telephone, in person or by email in a professional manner; carrying out routine administrative task and be responsible for the ordering of equipment, stationery and books etc.
- To use all IT programmes (such as Pro-Suite & Symmetry) as directed by the Curriculum Manager or Curriculum Director.
 - To support curriculum teams to update tracking systems
 - To record enrichment on ILPs
 - To raise purchase orders for curriculum teams
- To use the College's Information Systems to access student information to contact students and parents.
- To create, use and maintain databases/spreadsheets according to the needs of the curriculum
 - To use the timetabling and rooming systems
 - To use the staff utilisation system (Quantum)
- To liaise with cross College / external bodies as required by the curriculum
 - Student Records in relation to any enrolment or attendance issues
 - Exams in relation to any learner registration, exam entries and/or results issues
 - Other departments within the College e.g. Health & Safety, Estates and IT to support and assist the curriculum
 - Awarding Bodies on curriculum matters.
- To assist with the organisation of Department or external meetings including producing agendas and taking notes or minutes during hours to be flexibly agreed with the curriculum.

- To manage in conjunction with the Curriculum Managers cover for absent staff and ensure that HR and Students are notified of any staff absences.
- To undertake project work, which may include booking venues/refreshments for events; assisting with the organisation of exhibitions of student work or performances; administration for educational visits and work experience; classroom and corridor displays etc.
- To maintain confidentiality at all times in respect of Department-related matters and to prevent disclosure of confidential and sensitive information.
- To be part of the rota to cover Reception duties when required.
- To carry out tasks and duties as may be reasonably required by the Curriculum Managers or Directors.

GENERAL DUTIES

- To participate fully in appraisal according to the College requirements and undertake training and development likely to improve personal knowledge and skills 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 use appropriate management information to recognise and support diversity in the student cohort.
- 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. This may require additional hours including evenings and weekends, for example during the Autumn Term.
- To work flexibly, this will include evenings, open days, parents' evenings and possibly weekends. Where this requires working outside normal working hours (e.g. evening/weekend working) time off in lieu arrangements will apply.
- To undertake any other duties commensurate with your level of responsibility as may be required by the College Leadership Team.

CANDIDATE SPECIFICATION

The successful candidate will fulfill the following essential requirements, and will also ideally hold the desirable attributes.

This person specification will be used in shortlisting and in interviewing to select the best candidate. You are therefore advised to address each aspect of the person specification in your written application.

*** Key:**

A – Application Form I – Interview T – Test KQ – Killer Question

	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. Ability to supervise and coordinate the work of others in a team		✓	AF/I/PE
3. Initiative and ability to prioritise ones own work and prioritise and delegate to others		✓	I/PE
4. Have experience of providing administrative support.		✓	AF/I
5. Have experience of providing exemplary customer service to both internal and external customers.		✓	AF/I
6. 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
7. Be able to work flexibly and to tight deadlines		✓	AF/I
8. Be able to work as an effective member of a team.		✓	AF/I
9. Knowledge and experience of using ICT packages and equipment effectively.		✓	AF/I/PE
Qualifications and further professional development			
10. Qualified to Level 3 equivalent or above.		✓	AF
11. 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 suitable references, medical clearance, 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.

Confirmation of appointment is subject to the satisfactory completion of a ten month probationary period.

This job description/candidate specification is subject to periodic review.

EXPECTATIONS FOR ALL STAFF

All members of staff at the College are expected to be:

- **Responsive & Adaptive**
Responsive to change, creating new opportunities for meeting new challenges
- **Creative, imaginative and entrepreneurial**
Innovators and commercially aware
- **Collaborative**
Promote 'team-ship' through collaboration and taking pride in their work and the College
- **Passionate professionals**
Role models committed to continually improving themselves and ultimately the experience and success of our students
- **Accountable**
Understand the impact of (and take responsibility for) their actions upon College stakeholders