

JOB DESCRIPTION

Post:	College Services Assistant
Responsible To:	Head of College Services and Support / College Services Manager/ Team Leader College Services
Summary of Post:	To provide effective and efficient customer service, administration, capturing of student data and examination service to customers and students as part of the College Services Team.

Specific Duties:

1. To provide a welcoming service to all customers and stakeholders ensuring the values of the EKC Group are experienced by all.
2. To provide front-line customer service and assist with customer enquiries to provide effective information, advice and guidance about the services across the EKC Group and learning services in the college, including access to learning resources and equipment the learning centres in colleges provide.
3. To assist and contribute to the running of college wide events such as (but not exclusive to) applicant events, enrolment, examination days, parental engagement events, results day and celebration activities.
4. To ensure students personal data, enrolments, withdrawals, transfers, achievements, fee payment processes are captured accurately and timely and recorded in the college systems in line with relevant policies and processes.
5. To create timetables and registers, and where required make amendments, to reflect the accuracy of student activity and consistently in line with the course file and curriculum blueprint.
6. To work collaboratively with and contribute, where requested, to Group data teams and other wider Group services to ensure students data is captured accurately and students receive their funding and learning entitlement.
7. To work collaboratively with curriculum teams to ensure students are registered and entered accurately and timely for examinations.

- 8 To assist and contribute to the logistical arrangements and implementation of the running of exams, adhering to awarding organisation and examination regulations and requirements.
- 9 To ensure examination records and achievements are appropriately managed in accordance to awarding organisation exam regulations and requirements.
- 10 To work with curriculum teams to ensure students receive achievement results appropriately and timely.
- 11 To assist with the operational processes to ensure students receive their statutory support funding, learner support funds and bursary entitlements in a timely manner to remove barriers to attending and achieving their learning programme.
- 12 To support where required with wider services such as administration activities to support curriculum departments and learning centres enabling students to access resources in their journey.

General Duties and Responsibilities:

1. To participate in the staff support & development 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 legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in 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.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	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.	Experience of examination processes and implementation of examinations in line with awarding organisation regulations and requirements.	✓	✓	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 / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 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 criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6 Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4 Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2 Other relevant - It would be great if the candidate had, but is not expected to be shortlisted.

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

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.