

## JOB DESCRIPTION

**Post:** Operations Assistant

**Responsible To:** Operations Team Leader

**Summary of Post:**

To provide an accurate and efficient operations service for EKC WorkHigher comprising of Apprenticeships & Workplace Learning, Professional Learning, Distance Learning, Subcontracting, Supported Internships, Higher Education and projects.

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### Specific Duties

1. To support the Operations Manager in providing an effective, efficient and comprehensive service including supporting with answering telephone calls, emails and queries into the team from learners, employers and College staff using relevant software to maintain accurate records.
2. To ensure the appropriate administration is accurately completed in respect to enrolments, achievements, registrations, examinations and any other aspect of the student data records as directed by the Operations Manager
3. To ensure the appropriate administration is accurately completed in respect to end point assessment for apprentices
4. To support the monitoring of functional skills, additional learning support and learner attendance to maximise timely achievement and associated income
5. To be responsible for maintaining accurate and up to date records of student data on the Corporate Student Data System, the College's E-Portfolio system and within learner files.
6. To help co-ordinate the issuing and collection of Commitment Statements and Learning Agreements to ensure that all students have valid evidence

files in line with audit requirements.

7. To support quality assurance activities such as the administration of learner surveys and recording of destinations to maximise satisfaction rates and positive outcomes
8. To be responsible for taking notes in meetings if an independent record is required, such as meetings with employers, students, parents, carers, staff
9. To attend meetings that are business critical to this role.
10. To participate in and support College Enrolment Events, Celebration Events, Community Days and other associated activities

#### 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 keep accurate data records and take accurate notes/minutes of meetings                     | ✓           | ✓         | 6                      |
| 2.         | Good understanding of Further Education Funding Rules and associated requirements                     | ✓           | ✓         | 4                      |
| 3.         | Good all round administration skills, working with customer service standards                         | ✓           | ✓         | 6                      |
| 4.         | Ability to work on own initiative and part of a team  | ✓           | ✓         | 4                      |
| 5.         | To work effectively with competing priorities to tight deadlines                                      | ✓           | ✓         | 6                      |
| 6.         | To work effectively with College IT systems to upload and prepare reports                             |             | ✓         | 4                      |
| 5.         | Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos | ✓           | ✓         | 6                      |
| Experience |   |             |           |                        |
| 1.         | Appropriate experience of working within an office environment  | ✓           | ✓         | 4                      |
| 2.         | Appropriate experience of administering complex provision such as apprenticeships                     | ✓           | ✓         | 4                      |
| 3.         | Work effectively with financial documents and systems   |             | ✓         | 2                      |
| 4.         | Attention to detail and able to identify issues in documents, processes and procedures                |             | ✓         | 4                      |

|                                 |   |   |   |   |
|---------------------------------|---|---|---|---|
| 5.                              | Maintains high standards in presentation of self and College premises           |   | ✓ | 6 |
| 6.                              | Good communication and interpersonal skills including use of College IT systems |   | ✓ | 6 |
| <b>Education/Qualifications</b> |   |   |   |   |
| 1.                              | Qualified to Level 2 in Business Administration or equivalent                   | ✓ |   | 4 |
| 2.                              | Maths Level 2 (e.g. equivalent to GCSE grade C or above)                        | ✓ |   | 4 |
| 3.                              | English Level 2 (e.g. equivalent to GCSE grade C or above)                      | ✓ |   | 4 |
| 4.                              | Evidence of a commitment to continuous professional development                 | ✓ |   | 4 |

### Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and **B**ing 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.