

JOB DESCRIPTION

Post: Team Leader – College Services

Responsible To: Head of College Services and Support or SLT member

Summary of Post: To lead a college services team to provide a strong customer service to its stakeholders and ensure accurate and timely management of administration, data, and examinations to meet student entitlements and remove barriers to the student journey whilst enabling strong advice and guidance and careers service to support next steps.

Specific Duties:

1. To lead a college services team that promotes the high expectations of staff and students leading to high standards of behaviour, attitudes, and promotes equality, diversity and inclusivity.
2. To provide a strong customer service to meet the requirements of staff and student enquiries and assist with college wide events such as (but not exclusive to) applicant events, enrolment, examination days, parental engagement events, results day and celebration activities.

To lead a team of staff on a portfolio of responsibility which could include the following:

- 3. Student Data**
 - a. To coordinate and oversee the college enrolment process to ensure student data entry and capturing is accurate and timely.
 - b. To lead a team to ensure student data is checked, accurately recorded and processed to ensure students are funded correctly.
 - c. To coordinate and ensure timetables and registers are captured in line with the course file and curriculum blueprint requirements are met.
 - d. To work collaboratively with the Group data teams and wider Group services to ensure Group data processes and policies are followed throughout the student journey.

4. Student Entitlement and Bursary

- a. To oversee and ensure students receive their full entitlement at the start of the programme for bursary and support funds that remove the barriers to learning.

5. Student Examinations

- a. To lead and coordinate the college examination service ensuring students are registered and entered for exams timely with Awarding Organisations, and they receive a professional examination setting in line with JCQ rules and regulations and results are recorded accurately.
- b. To work collaboratively with Head of College Services and Support/ College Services Manager/ SLT and curriculum departments to plan examinations outside the examination room allocation to ensure students receive their correct access arrangements in line with JCQ requirements and disruption to learning is minimised.

6. Careers and Progression

- a. To deliver a comprehensive information and guidance programme to provide advice on opportunities and programmes within the college, other colleges within the Group and wider regional and national areas.
- b. To plan and deliver a range of careers workshops and events working with stakeholders to provides understanding of the opportunities and routes of progression into successful and ambitious next steps
- c. To work collaboratively with key stakeholders (such as universities employers, other colleges and community providers) to enable students to access wider advice and guidance in their respective sectors.
- d. To support students and enable progression through the UCAS application process.

7. Learning resource centres

- a. To work collaboratively with curriculum departments to ensure the learning resource centre provides academic support resources and a study support offer to enhance the students programme of learning to achieve well.
8. To work closely with the Head of Student Services and Support/College Services Manager/SLT to evaluate the quality of service and constructing area improvement plans for Student Services.
9. To ensure staff have the support and development to excel in their roles through monthly My Progress Reviews and the opportunity to engage in well-being activities.
10. To participate in the appointment of department staff following the associated recruitment policies and processes and ensure they are fully supported through the staff induction period as well as throughout their roles.

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.	Excellent oral and written communication skills to provide an outstanding customer service	✓	✓	6
2.	Evidence of the ability to liaise effectively with stakeholders, agencies and other support teams to improve the student experience and provide an excellent customer service	✓	✓	4
3.	Demonstrable evidence of effective organisational skills and working to tight deadlines	✓	✓	6
4.	Evidence of successful performance management of staff	✓	✓	4
5..	Ability to accurately record data with attention to detail and in a timely manner and use it to bring about improvement	✓	✓	6
6.	Evidence of recent and continuing professional updating, using a variety of methods and means, culminating in a well-planned and executed personal CPD plan	✓	✓	4
7.	Actively contribute to the College's Safeguarding practice, procedures, culture and ethos	✓	✓	6
Experience				
1.	Experience of building and leading teams and the ability to influence others to achieve goals	✓	✓	6
2.	Minimum 2 years' experience of working in administration in a busy office environment	✓	✓	6
3.	Experience of data verification in an educational organisation	✓	✓	6
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C or above)	✓		6
2.	English Level 2 (e.g. equivalent to GCSE grade C or above)	✓		6
3.	Level 2 IT Qualification or evidence of working at this level	✓		4
4.	Office Skills/Administration at Level 3 or related qualification	✓		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.