



## JOB DESCRIPTION

<b>Post:</b>	College Services Assistant
<b>Responsible To:</b>	College Services Manager / Team Leader
<b>Summary of Post:</b>	To provide effective and efficient administration as part of the College Support Services.

---

### Specific Duties:

1. To ensure the appropriate and accurate administration is completed in respect to student admissions, enrolments and any other aspect of the student data records as directed by the College Services Manager / Team Leader.
2. To assist with the administration of registers and timetables as directed by the College Services Manager / Team Leader.
3. To assist with the organisation and administration of examinations as directed by the College Services Manager / Team Leader.
4. To assist with the operational duties of the College Reception as directed by the College Services Manager / Team Leader, including supporting with answering telephone calls, emails and queries into the College.
5. To assist with the administration of Learner Support Funds and Bursary's, to include verification of claims, payments and receipts.
6. To assist with the issuing of petty cash and reconciliation of the petty cash control account. Checking and posting of cash receipts and completion of the banking.



7. To assist with the administration and minute taking if an independent record is required, such as meetings with students, parents /carers and disciplinaries.
8. To help with co-ordination of the pool College vehicles including maintaining a register of driving licences and the issue and return of vehicle keys.
9. To participate in and support College Enrolment Events, Community Days, Open Days and other associated activities. This will require flexibility in working hours to meet the business needs which may include working evenings and weekends as required.
10. To provide front-line customer service and contribute to the day to day running of the Open Learning Space to enable learners to utilise the resources and equipment effectively, (including technologies), within the study areas. Including managing student behavior as appropriate.

### 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
<b>Skills</b>				
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
<b>Experience</b>				
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.	Appropriate experience of working within an office environment	✓	✓	4
5.	Work effectively with financial documents and systems		✓	4
6.	Maintains high standards in presentation of self and College premises		✓	4
7.	Work flexibly to support cross College events as required		✓	4
<b>Education</b>				
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.