

JOB DESCRIPTION

Job Title:	ADMINISTRATION ASSISTANT - LOCAL LEARNING CENTRE (Thetford)
Responsible to:	Director of Employability and Community Learning (dotted line and day to day reporting to Centre Manager)
Main Job Purpose:	To provide administrative support at WSC Thetford in the delivery of Community and Leisure courses. Provide staff cover for main reception, answering phones, dealing with enquiries when required.
Functional Liaison with:	At Centres - Centre Manager and Administrative staff, course tutors At Bury – Centre Administrative staff, Finance department, CIS team, Estates Team, Business Development, Marketing. Subject Leader for Adult English, Maths and ESOL

Introduction

Learning Centres are part of the West Suffolk College Department of Adult Education and are responsible for organising college day and evening classes in and around the locality of the Learning Centre. Courses are provided in academic / non-academic areas, and leisure / community learning subjects appealing to a wide range of people and ages.

Main Duties and Responsibilities

The following duties are not shown in order of priority, nor is the list comprehensive, but rather an indication of the type and level of duties expected by the post.

1. Act as the focal point for communication with members of the public, offering advice and information on course content, fees, dates etc. on all available courses in the Learning Centre, other Learning Centres and at the College's main site in Bury St Edmunds.
2. Act as the initial contact for members of the public seeking advice on getting a job, skills development training and English & Maths and ESOL opportunities, providing initial advice and guidance as appropriate.
3. Where necessary make appointments with Careers Advisors and signpost where appropriate to other Advice and Guidance providers.
4. Along with the Centre Manager record and maintain the statistical reports of centre activity. Monitor attendance of students on leisure learning and vocational courses held at the centre, liaise with

tutors, contact students not attending in a timely manner to help retention and act as a bridge between student and tutor.

5. Act as the focal point for communication, where appropriate, between the various academic and administrative functions of the College and Learning Centres. Give informal/pastoral support to students (within the limits of our remit liaising with main campus staff as appropriate).
6. Assist Centre Manager to undertake all preparation for programme needs, including reading and amending prospectus proofs prior to publication; preparation, assembling and submitting of a standard fact file for each course written by the appropriate tutor.
7. Ensure Learning Centre rooms are prepared for each course, meeting or event appropriately.
8. Be responsible for room usage requirements and external room bookings including bookings of WBLC's and other WSC staff
9. Undertake any necessary administration for all exam bodies. Booking online and paper exams, including registering students and downloading the appropriate exam data files, organising invigilation and secure storage of exam papers.
10. Assist the Centre Manager with the entering, monitoring and maintaining of student records. Prepare and maintain registers, student enrolment details and individual student record (ILR) information. Assisting CIU with initial data entry for leisure learning.
11. Welcome visitors, offering hospitality where appropriate. Be the 'face' of WSC and deliver Customer Service to a high standard, dealing with feedback, complaints and compliments accordingly and in line with college policy.
12. Maintain quality assurance evidence and records, course reviews and staff development records. Validating information from new students, ensuring this information is accurate and submitted to CIU within college deadlines to ensure the College receives the funding allocated.
13. Deal with incoming, outgoing and internal mail.
14. Perform administrative duties to facilitate class cover arrangements, informing Centre Manager of absent staff, contacting students should classes be cancelled, inform staff and students of room changes and maintaining sickness and absence records.
15. Promote centre and centre events – producing in-house marketing, keeping outside information board up-to-date. Managing the social media accounts ensuring posts are accurate, professional and relevant.
16. Assist in the production of marketing materials for Adult Education, including course information flyers and other literature
17. Maintain supplies for vending machine, printers/photocopiers, stationery, housekeeping supplies needed in the centre.
18. Cash and cheque handling, processing credit card payments and refunds, reconciling credit card machine to register, and liaising with Finance Department as appropriate. Complete and balance the daily banking, delivering the banking offsite, to the local bank.

19. Organising administration for smooth running of induction sessions for GCSE/Functional Skills, ESOL and other relevant courses. Monitoring enrolments, facilitating BKSB assessments. Complete and collate student information for enrolment forms and signposting to Welfare and SENCO as appropriate.
20. Assist the Centre Manager keeping in the centre clean and tidy.
21. Liaising with appropriate professional bodies, e.g. Police, Ambulance and Fire Service in the event of Centre Manager's absence when emergencies arise.
22. Act as the initial/on duty First Aider alongside the Centre Manager.
23. Act as an invigilator for exams held in the centre.
24. Maintain confidential information under the Data Protection Act 1998.
25. Attend department meetings as and when required to keep abreast of external and internal developments.
26. Be a key holder for access to the Centre. In absence of the Centre Manager report all defects, building problems etc. to the College Estates team and the Director of Employability and Community Learning
27. Be responsible for own health and safety at work and comply with the College's health and safety policy at all times
28. The post holder will be required to provide cover for sickness and holidays as and when needed and will be entitled to time off in lieu.
29. Undertake any other duties as directed by the Principal or any delegated authority.

Person Specification

<u>Essential</u>	<u>Desirable</u>	<u>Evidence</u>
<p><u>Qualification:</u> GCSE C grade or equivalent in English, Maths and ICT</p> <p><u>Knowledge/Skills</u> Excellent telephone manner. Good organisational skills. Competency in the use of Microsoft Office applications with particular emphasis on high level word processing skills and at least a working knowledge of spreadsheets and databases. Good customer care skills.</p> <p><u>Experience:</u> Experience of working in an administrative or office role. Experience of dealing with a wide range of people in a professional manner</p> <p><u>Personal Qualities:</u> A willingness to undergo any further training or development as, or when appropriate. Pleasant, courteous approach when dealing with members of the public. An organised, methodical and flexible approach to work. Self-motivated and able to work on own initiative. Enthusiastic approach to working as part of a team.</p>	<p><u>Qualification:</u> NVQ Level 2 or 3 in Administration or equivalent or other appropriate qualification</p> <p><u>Knowledge/Skills:</u></p> <p><u>Experience:</u> Experience of prioritising workloads.</p>	<p>I, A,</p> <p>A, I,</p> <p>A, I,</p> <p>A, I,</p>

KEY: A-APPLICATION, I-INTERVIEW, P-PRESENTATION/MICROTEACH, T-TEST

Salary and Conditions of Service

1. Hours of Work: up to 11 hours per week. Working hours will be agreed with the line manager
2. Appointment to this post will be subject to a twelve month probationary period.

General Data Protection Regulations (GDPR)

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

Equal Opportunities

In accordance with the Equality Act 2010 the college operates a policy of equality and diversity which protects employees, students and people who access the College's goods, services and facilities, from discrimination on the basis of 'protected characteristics' which include: age, disability, gender, reassignment, marriage and civil partnership, pregnancy and maternity, race (colour, nationality and ethnic or national origins.), religion or belief, sex and sexual orientation.

DBS

The successful applicant will be required to complete and obtain a standard or enhanced disclosure check (role dependant) from the Disclosure and Barring Service. The cost of processing this will be £44 (Enhanced) or £26 (Standard) and you will be required to make payment online via the safeguarding website before your employment commences. Further information about the Disclosure and Barring Scheme can be found at www.homeoffice.gov.uk or by speaking to a member of the Human Resources department.