

JOB DESCRIPTION

Job Title: Higher Education Administration Assistant

Responsible to: Higher Education Coordinator

Responsible for: Assisting with the Administration of Higher Education

Main purpose: To provide administrative support and customer service for Higher Education.

Main Duties and Responsibilities

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

1. Provide first point of contact and excellent customer service to all staff, students and visitors for Higher Education and Access to Higher Education. Responding to queries from all customers via the intranet, email and telephone, resolving issues/queries in a courteous, timely and effective manner and referring to the Higher Education Administrator and Higher Education Coordinator as appropriate.
2. Collection, recording, storage and reporting of all key management information, using relevant systems and procedures.
3. Produce Higher Education documentation, including confidential material, letters, reports, minutes and course and validation documentation using the appropriate corporate format.
4. Updating information on the VLEs, intranets, marketing materials and websites and maintaining a strong social media presence for Higher Education.
5. Provide support for internal meetings, committees and working groups recording and disseminating decisions and actions. Booking rooms and hospitality for meetings and events as required.
6. Assist with promoting module and course evaluations, assist students with completing student surveys and disseminating their results.
7. Attend Open Events, Visit Days, Induction and Graduation as required.
8. Assist with maintaining the currency of displays in HE classrooms, HE areas and noticeboards.
9. Arrange receipt, distribution and dispatch of office mail on a daily basis.
10. Processing orders to maintain stock of office consumables. Processing invoice and purchase order request for Higher Education.

11. Be responsible for own health and safety at work and comply with the College's health and safety policy at all times.
12. Be compliant with the Risk Management Policy, raise awareness of risk with staff, implement strategies to minimise risk and report any new or emerging risks.
13. Undertake any other duties commensurate with the grade of the post as required by the line manager.

Person Specification

<u>Essential</u>	<u>Desirable</u>	<u>Evidence</u>
<p><u>Qualification:</u></p> <ul style="list-style-type: none"> • A business administration qualification relevant to the role • A good understanding of databases and records systems <p><u>Knowledge/Skills</u></p> <ul style="list-style-type: none"> • Excellent organisational skills and the ability to monitor resources and organise a range of activities • Ability to work proactively and forward plan to meet deadlines • Ability to assess priorities for oneself across a variety of tasks, frequently under time pressure, to achieve agreed objectives. • Excellent customer service and communication skills, both oral and written to deal tactfully and sensitively with people at all levels. • Ability to respond positively and flexibly to changing environments <p><u>Experience:</u></p> <ul style="list-style-type: none"> • Experience of administration of a wide range of duties and responsibilities • Able to demonstrate high levels of competence at administration • Experience of clerking meetings and excellent minute taking skills <p><u>Personal Qualities:</u></p> <ul style="list-style-type: none"> • An ability to work proactively and independently is essential • An ability work as part of a team is essential • An understanding of and respect for the confidentiality required of the post 	<p><u>Qualification:</u></p> <p><u>Knowledge/Skills:</u></p> <p>QAA policies and procedures Higher Education policies and procedures</p> <p><u>Experience:</u></p> <p>Experience of working in a HE or educational environment</p> <p><u>Personal Qualities:</u></p> <p>Willingness to travel across partner universities if required</p>	<p>I, A,</p> <p>P, A, I</p> <p>A, I,</p> <p>A, I,</p>

KEY: A-APPLICATION, I-INTERVIEW, P-PRESENTATION/MICROTEACH Conditions of Service

1. New appointments to the College are subject to a twelve month probationary period.
2. This College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.
3. The job description is current at the date shown; it may change from time to time in negotiation with the post holder.

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.