

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Centre Administrator – Lifelong Learning</b> (Fixed Term Contract)
<b>Department</b>	Administration
<b>Accountable to</b>	Organisation Admin Manager
<b>Position</b>	Full Time/Job Share
<b>SALARY</b>	Depending of experience and qualification £18,000 – £20,346
<b>Location</b>	London South (May also be required to work from other MISDC offices around)

### PRIMARY LOCATION:

The post holders will be based at our South London Centre but may be asked to work at other sites.

### PURPOSE OF POST:

- To assist with ACL recruitment, engagement and admissions
- To assist the Curriculum Admin Manager in providing administrative and clerical support to meet the needs of the learners, Head of Operations, Head of Curriculum and Quality Manager, Curriculum Leads and the teaching team.
- To support the Organisation in meeting its data record accountabilities by providing specific data entry support throughout the week onto the student record system or other authorised computer systems.

### Main Duties:

1. To generate and/or revise, word processing, spreadsheet or presentation documents in an efficient and accurate manner as required by the organisation for internal or external audiences.
2. Contribution to and the maintenance of the flow of information by the collection and distribution of mail, internal/external or other media to and from the Organisation.
3. At all times when present, to ensure cover of the organisation telephone system and to make or receive telephone calls in a manner commensurate with Organisation’s procedure on dealing with staff, clients or parents/guardians.
4. To undertake any photocopying or print requests by the organisation senior staff.
5. To support learner enrolment, initial assessment and induction
6. To input data onto the Organisation Student Record System (PICS) as directed by the Operations Director, Head of Curriculum or MIS Manager or Admin Manager. Data entry includes – but it is not be limited to:
  - Notification to Admissions.
  - Timetable amendments and updates
  - Entry and amendments to student records.
  - Student withdrawals and terminations.

7. To provide an efficient admissions and course information service ensuring that all applicants receive comprehensive, impartial, accurate and user-centered information.
8. To assist with student status interviews and inductions
9. To communicate effectively with customers; acting as a single point of contact in order to remove any barriers to enrolment, ensuring the customer experience is smooth and efficient.
10. To provide accurate and timely administrative support for ACL programmes in accordance with ACL requirements to ensure the allocation of associated funding.
11. To regularly liaise with curriculum and support staff and use tracking and MIS systems in place i.e. Registers to identify problems of learner attendance, poor punctuality and retention.
12. To undertake departmental ordering and receipting in accordance with the Organisation's Financial Regulations.
13. To carry out invigilation duties as required.
14. To assist with the administration of assessments:
15. To carry out such duties and responsibilities under the Health & Safety at Work Act (etc.) 1974 and associated legislation as described in the Organisation's Health & Safety policy documents.
16. To carry out such other duties commensurate with the grade of the post as may reasonable be required, at the initial place of work or at other locations of the college.

### **General duties and responsibilities**

1. To provide a helpful, professional and flexible service to internal or external customers of the organisation.
2. To act in accordance with Organisation values and positively represent MI Skills Development Centre in all aspects of your work.
3. To operate in accordance with the Organisation's policies and procedures.
4. To act in a safe manner which safeguards the health and safety of yourself and others.
5. To be aware of equality and diversity, the needs of customers and learners and demonstrate these principles in all aspects of your work.
6. To be familiar with and comply with the Organisation's safeguarding and prevent requirements which protect the welfare of Adults and Young persons.
7. To participate in and take responsibility for your own learning and development
8. To provide cover or support for other members of your team and undertake any other duties required by your line manager appropriate to your position within the organisation. This includes attending outreach and employer premises if required.

**NOTE:** Please be aware that the duties and responsibilities outlined above are not exhaustive, nor are they shown in the order of priority or frequency. They may be varied from time to time after consultation with the post holder. You may, from time to time, be required to work evenings, Saturdays or on a Sunday.

## Person Specification

### Centre Administration

(G) Generic, Respond to these criteria on Personal Statement.

CRITERIA	Essential	Desirable	Method of Assessment A – Application I – Interview PS – Personal Statement
<b>Qualifications</b>	Relevant qualification at Level 3 or equivalent experience	Customers Services/Admin qualification IAG Level 3	<b>A</b>
		Customer Services qualification or recent attendance at Customer Services training	<b>A/I/PS</b>
<b>Experience</b>	Experience of working in an office environment within an administrative role	Having worked in a FE environment	<b>A/I/PS</b>
	Experience of using Management Information Systems to monitor, track and report on data	Experience of using PICS	<b>I/PS</b>
		Experience of using e-Tutor Systems to monitor and track learner attendance, retention and success	
<b>Knowledge &amp; Skills</b>	Good level of IT skills		<b>A/I/PS</b>
	Excellent interpersonal skills and the ability to communicate with staff, students and members of the public at all levels		<b>A/I/PS</b>
	Ability to provide courteous and effective customer service		<b>A/I/PS</b>
	Ability to understand and interpret numerical and statistical information		<b>A/I/PS</b>
	Attention to detail and accuracy		<b>A/I/PS</b>
	Be well organised and systematic in approach to administrative functions		<b>A/I/PS</b>
	Take the initiative and a solution orientated approach when resolving queries and problems.		<b>A/I/PS</b>
	An ability to communicate and work effectively with others to embed process changes and address the needs of the organisation		<b>A/I/PS</b>
	Ability to work effectively as a member of a team and autonomously as required.		<b>A/I/PS</b>
	An ability to manage and prioritise own workload to ensure deadlines		<b>A/I/PS</b>

CRITERIA	Essential	Desirable	Method of Assessment A – Application I – Interview PS – Personal Statement
<b>Personal Attributes</b>	are met. <b>(G)</b>		
	Evidence of commitment to own continuous professional development. (Please give information about your CPD during the past 2 years). <b>(G)</b>		A/I
	A willingness to work at any site as are reasonably necessary for the proper performance of your duties and responsibilities		A/I
	To uphold and behave in accordance with the organisation's core values. (The newly Organisation values are – Learner at the Centre, Continuous learning and improving, equality and inclusiveness, team working, professionalism and challenging the norm). <b>(G)</b>		A/I
	To possess sensitivity and understanding for the need for confidentiality and awareness of the range of problems and issues likely to be encountered in relation to their role.		A/I
	A professional, friendly and flexible approach to work		A/I
	Ability and willingness to travel and work at all main site e.g. enrolment and open days. <b>(G)</b>		A
	Ability and willingness to participate in cross organisation activities e.g. enrolment, open days. <b>(G)</b>		A
	Commitment to promoting equality and diversity in what we do. <b>(G)</b>		A/I
	Commitment to promoting safeguarding, health and safety and the learner voice.		A/I