

This Job Description sets out the organisational position, reporting lines, key accountabilities and relationships.

POST OUTLINE:

The purpose of this role is to provide an effective administrative and secretarial service to support in a variety of departments. There will be a requirement for the post holder to work flexibly and ensure that there is appropriate cover provided according to the demands of the service.

Post Reports To: Head of Department

Key Accountabilities:

- Promote the professional image of the College at all times, and in all dealings with either internal or external parties
- Liaise closely and form effective working relationships with staff, students and third parties such as external agencies
- Assist with departmental organisation and take part in key College events, such as enrolment, Open Day/Evenings etc
- Assist the Head of Department in the effective collation of retention data, learner surveys and other documentation if required
- Enrolling learners on courses as directed. This will include using the College's Management Information System and processing fee payments
- Process course cancellations and refunds (with prior authorisation from the Curriculum Operations Manager and the Head of Department) which includes contacting students. Processing course and student amendments when required
- Arranging meetings, including accommodation and provision of refreshments, preparing and circulating documentation
- Respond to queries in a timely and professional manner, ensuring a high level of customer service at all times
- Attend meetings, prepare agendas and take minutes as required
- Managing diaries for the departmental team
- Working with the members of the department to ensure the timely and accurate recording of sickness, annual leave and other absence of staff, ensuring the data collected is communicated to the HR Department
- Ensuring that stocks of stationery and office supplies are maintained
- Using and maintaining College database systems. Using, creating and maintaining simple databases and spreadsheets as required
- Developing and maintaining effective filing systems for the storage and prompt retrieval of information/papers
- Co-ordinating a register system
- Co-ordinating part-time teaching contracts and sessional claims
- Co-ordinating financial records
- Carry out any other administrative duties including (but not limited to): opening & distributing post, letter preparation, e-mail communications, CRMS updating and dissemination of other key information

Personal Competencies (Accountable at Level [1] – please refer to ESC Competency Framework):

Core Competencies

- **Valuing Equality and Diversity**
- **Working with People;** Team Working, Communication
- **Results Focus;** Drive to Achieve Excellence, Technical Skills & Professionalism
- **Focus on Delivery;** Organisational Awareness, Customer/Student Focus
- **Self Motivation;** Adaptability & Flexibility, Accountability

Key Relationships:

The postholder will need to form effective and co-operative working relationships, in particular with:

- Curriculum Operations Coordinator
- Standards and Performance Officer
- Head of Department
- Programme Managers
- Lecturing & Support staff within the Division
- PA to the Principal
- HR Administrator

Expectations of the Post Holder:

The post holder will undertake assigned responsibilities effectively and efficiently, and within regulatory and legislative requirements; achieve individual and departmental targets within the College's annual planning and staff performance review processes and budgetary constraints and:

1. Actively promote equality and diversity, recognising and actively challenging stereotyping, prejudice and discrimination, ensuring that these principles permeate all working practices. All staff are required to undertake mandatory Equality & Diversity Training.
2. Adhere to and actively promote the College's Safeguarding policy and procedures, and undertake mandatory Safeguarding Training.
3. Adhere to and actively promote the College's Data Protection policy and procedures, and undertake the mandatory Data Protection Training.
4. Ensure effective quality control and continuous improvement in all aspects of this post, in keeping with the College's existing and developing quality assurance systems.
5. Be committed to professional self-development, through participation in the College continuing professional development programme which includes industry based work shadowing, attending seminars, College conference days and training events appropriate to the job role.
6. Comply with and promote College Health and Safety policies and procedures and to undertake mandatory Health and Safety training as and when necessary.
7. Undertake such other duties as required, commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the College.
8. Support cross college events such as Open Evenings and Enrolment sessions when required
9. Adhere to all College procedures as detailed in the Employee Handbook
10. At all times seek to serve the best interests of the College
11. To provide cover for colleagues during periods of holiday or sickness absence

NB: This job description outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

The following is a list of skills, experience and qualities that we might expect to find in the successful applicant for this post:

QUALIFICATIONS

Highlights the qualifications expected of jobholder

East Surrey College has joined the 'Skills Pledge' and we are committed to supporting all staff in obtaining Level 2 Maths and English, if this has not already been achieved.

Criterion	Essential	Desirable
Maths & English GCSE / Level 2 equivalent (achieved or willing to obtain)	✓	
Relevant qualification in Administration or Secretarial duties		✓
Customer Service Level 2 (or willing to obtain)	✓	
Equality & Diversity Level 2 (or willing to obtain)	✓	
Safeguarding Children & Vulnerable Adults (or willing to obtain)	✓	
European Computer Driving Licence (ECDL) Level 2 (or willing to obtain)	✓	

KNOWLEDGE & EXPERIENCE

Highlights the knowledge and experience required by the jobholder of specific processes, procedures and technical requirements

Criterion	Essential	Desirable
Knowledge of office best practice	✓	
Knowledge of effective administration processes and procedures	✓	
Excellent knowledge of Microsoft Office packages (in particular Excel, Word & Powerpoint)	✓	
Strong experience of providing administration support	✓	
Experience of setting up administration systems & procedures	✓	
Experience with using databases & familiarity with quality improvement systems		✓
Experience within an education environment		✓

COMPETENCIES – refer to ESC Competency Framework and Job Description

Specific personal skills and behaviours required of the jobholder

Criterion	Level Expected
Valuing Equality and Diversity	1
Working with People (Team Working, Communication)	1
Results Focus (Drive to Achieve Excellence, Technical Skills & Professionalism)	1
Focus on Delivery (Customer/Student Focus, Organisational Awareness)	1
Self-Motivation (Adaptability & Flexibility, Accountability)	1
Performance Management	N/A
Resource Management	N/A
Developing Partnerships	N/A
Inspirational Leadership that focus' on the future	N/A