

Student Services Administrator

- Job Purpose:** To provide excellent administrative support to a range of College departments to enable our students to achieve the best they can.
- Responsible to:** Senior Student Services Administrator
- Annual Salary:** Point 11 of the NJC SFCA Support Staff Salary spine
- Hours of Work:** Per individual contracts, Full-Year/TTO
The function of Student Services operates between the hours of 08.00-17.00
- Holidays:** 24 days per year, (29 after 5 Years' service) and 8 bank holidays
- Pension:** Staff are enrolled in the Local Government Pension Scheme, a contributory scheme with the option to opt out under transitional arrangements
- Other Information:** As the position requires some additional working on occasion, but particularly on the College Open Evenings and when other College events are scheduled, a flexible approach to working hours is essential.

Key Responsibilities:

Student administration:

- To be an integral member of the Student Services team with the flexibility to provide administrative support to essential services across the College.
- Respond to Student Help Desk and general enquiries, promoting a positive student experience throughout their journey at Long Road.
- Contribute to the front-line Reception service dealing with enquiries from Staff, Visitors and Students in person, on the telephone or via e-mail in a welcoming and professional manner.
- Deal with all aspects of student absences in line with college procedure to support attendance monitoring.
- Complete data entry tasks to a high standard.
- Process course change / leavers information.
- Administer room bookings or changes.
- Deal with incoming e-mail, telephone and drop-in queries regarding Progress Coach related issues liaising with students, teachers, parents and/or carers where necessary.
- Manage the diaries of Progress Coaches, organising student meetings and Progress Reviews as required.
- Provide general administrative support to the Progress Coaches, Directors of Student Care Guidance and Progression, and the Assistant Principal.

Admissions administration:

- To support all student admissions activities providing administrative support to the Admissions team.
- To support school liaison events or projects as required.
- To contribute to the enrolment process as directed.
- Communicate effectively with applicants, parents and/or carers and schools

General:

- To take part in the College's Performance Review and Development Scheme (PRD)
- To be responsible for Health and Safety within areas of own responsibility
- To contribute to the college responsibility for safeguarding and promoting the welfare of young people
- To observe the college's commitment to equal opportunities
- To undertake any other reasonable duties which are reasonably comparable to a post of this grade
- Assist the College to remain compliant with all GDPR regulations

PERSON SPECIFICATION		
Specification	Essential	Desirable
Education/ Training	<ul style="list-style-type: none"> • A degree or equivalent 	A degree or equivalent
Relevant Experience / Knowledge	<ul style="list-style-type: none"> • Good knowledge and proficiency in Microsoft Office packages including: Word, Excel, PowerPoint and both Outlook email • Significant administrative experience • Experience of working with members of the public and within Customer Service • Successful experience of working with staff in different roles 	<ul style="list-style-type: none"> • Awareness of current issues and developments for young people • Experience of working with young people (16+) in youth work or a club/voluntary setting (e.g. Scouts, football) • Experience in the use of specialist software • Knowledge and experience of working in education • Experience of working in a busy customer facing role
Skills/ Aptitudes	<ul style="list-style-type: none"> • Excellent organisational and administrative skills with the ability to prioritise workload and meet deadlines • Excellent interpersonal skills with the ability to communicate effectively with staff at all levels and with external contacts • A commitment to team working • A high level of accuracy and attention to detail • Ability to work independently, proactively and complete tasks with the minimum of supervision • Ability to work calmly under pressure, often to tight deadlines • Excellent communication skills, both verbal and written 	<ul style="list-style-type: none"> • Proficiency in the use and handling of numerical and graphical data
Other requirements	<ul style="list-style-type: none"> • Interest in educational needs of students • A commitment to deliver excellent standards of service for young people • Flexible approach to working hours • Enthusiasm and motivation • Willingness to undergo an enhanced DBS check • A personal commitment to relevant legislation and good practice in relation to equality and diversity and safeguarding and promoting the welfare of young people 	

Last reviewed	December 2022
Reviewed by	Harriet Riches (Assistant Principal)