

JOB DESCRIPTION

Job Title	Astrum College Admin Support
Job Type	Fixed Term
Job Hours	12 hours per week - 3x4hr sessions - flexibility is essential and will be reciprocated
Pay Grade/scale	OUTL4 SCP 7-10 £31,284.00 - £32,653.00 Annually (FTE)
Location	
Responsible to	Supported Internships Tutor/Manager - Post-16 Strategic Lead

JOB PURPOSE :

The Astrum College Admin Assistant is part of the Trust office team, who work together to provide an efficient and sympathetic general office and front-line service and are responsible for undertaking administrative, financial, organisational processes within the College. Astrum College manages two supported internship programmes in the local community for young people with SEND. Under the guidance of senior staff, the post holder will assist with the planning and development of support services within our Host Businesses – BHRUT and Redbridge Local Authority. This is a cross-site role requiring movement between locations and flexible hours.

DUTIES & RESPONSIBILITIES

Organisation

- Provide front line services including answering the telephone, preparing for and receiving visitors, provide hospitality and deal with enquiries, ensuring a warm, professional and safe welcome.
- Provide tours for visitors, ensuring identity verification, safer-recruitment clearance and correct sign-in procedures in line with Trust safeguarding requirements.
- Contribute to the planning, development and organisation of support service systems/procedures/policies
 - Embed into Host Businesses in order to carry out Supported Internship specific administration such as co-ordinating meetings, collecting data/information, creating documents, preparing localised reports
 - Prepare and distribute appropriate correspondence to families and interns
 - Co-ordinate Annual Reviews by liaising with internal and external persons and organising relevant paperwork
 - Support Senior staff in managing the enrolment and onboarding of new interns and co-ordinating the Follow-On Support Service
- Organise College trips/events etc.
 - Contribute to the planning of marketing events/visits
 - Co-ordinate diaries across sites

Administration

- Co-ordinate manual and computerised record/information systems
- Monitor, analyse and evaluate data/information and produce reports/information/data as required
- Produce high-quality documents and correspondence, using a range of software and cloud-based tools (e.g. Microsoft 365), ensuring accuracy, accessibility and professional presentation.
 - To attend meetings as requested and prepare minutes
- Provide personal, administrative and organisational support to other staff

- Provide administrative and organisational support to the Governing Body where necessary
- Complete and submit complex forms, returns etc., including those to outside agencies e.g. DfE, DWP
- Undertake administrative procedures

Resources

- Operate relevant equipment ICT packages
- Source, monitor and manage stock, including College merchandise, within an agreed budget seeking best value cataloguing resources and undertaking audits as required
 - Contribute to the running of social media accounts and creation of newsletters/video content
 - Collate and manage photograph and video catalogue
- Provide advice and guidance to staff, interns and others
- Undertake research and obtain information to inform decisions
- Assist with procurement and sponsorship
- Undertake financial administration procedures including Bursaries and Free College Meals
- Assist with the planning, monitoring and evaluation of budget

OTHER RESPONSIBILITIES

- Promote the vision, and contribute to the overall aims and values of the College and trust and in so doing, support its leadership.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
 - Be aware of and comply with the policies, procedures and traditions of our Host Businesses
- Be responsible for ensuring that personal and sensitive data processed within the College/Trust/Host Businesses is treated with confidentiality and kept secure and in line with Data Protection guidance including the new General Data Protection Regulations.
- Be aware of and support difference and ensure equal opportunities for all. To demonstrate an understanding of and a commitment to equal opportunities and diversity and to the standards of customer care.
- Contribute to the overall ethos/work/aims of the College and trust.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Be responsible for own health and safety, as well as that of colleagues, interns and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to management.
- The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other relevant and/or reasonable duties as directed by their Head of College /Line Manager commensurate with the skills, abilities and grade of the post.

OTHER REQUIREMENTS

- Present a professional and friendly disposition and personal image contributing to a welcoming College environment which supports equal opportunities for all
- Promote and ensure the health and safety of interns, staff and visitors (in accordance with appropriate health and safety legislation) at all times

Person Specification – Administrative Assistant (Astrum College)

Criteria	Essential	Desirable
Qualifications	High standard of English and Maths with openness to continuing professional development	Business Administration Level 2/3 qualification or equivalent administrative qualification.
Experience	<p>Experience working in an administrative or office support role.</p> <p>Experience providing excellent customer service and acting as the first point of contact for visitors and enquiries.</p> <p>Experience maintaining accurate records and using computerised systems.</p>	<p>Experience working in an education, SEND or public sector environment.</p> <p>Experience taking minutes and supporting meetings.</p> <p>Experience organising events or marketing activities.</p> <p>Experience of financial administration, procurement or budget monitoring.</p>
Knowledge	<p>Knowledge of general office administration and administrative procedures.</p> <p>Understanding and compliance of confidentiality, GDPR and data protection requirements.</p> <p>A knowledge and commitment to safeguarding and health and safety responsibilities.</p>	<p>Knowledge of the education sector, Supported Internships or SEND provision.</p> <p>Knowledge of DfE, DWP or Local Authority administrative processes.</p>
IT Skills	<p>Proficient in Microsoft 365 applications including Word, Excel, Outlook, Teams and PowerPoint.</p> <p>Ability to use databases and cloud-based systems accurately.</p> <p>Ability to produce high-quality documents and reports.</p>	<p>Experience using Management Information Systems (MIS), CRM systems or other education databases.</p> <p>Experience managing social media accounts and creating newsletters or digital content.</p>
Communication Skills	<p>Excellent verbal and written communication skills.</p> <p>Ability to communicate professionally with colleagues, interns, families, visitors and external partners/agencies.</p>	<p>Experience presenting information, delivering tours or representing an organisation at events.</p>

	<p>Ability to prepare clear and accurate correspondence and reports.</p>	
<p>Organisation & Administration</p>	<p>Excellent organisational and time management skills.</p> <p>Ability to prioritise a varied workload and meet deadlines.</p> <p>Ability to coordinate meetings, diaries and events across multiple sites.</p> <p>High level of accuracy and attention to detail.</p>	<p>Experience developing or improving administrative systems and procedures.</p>
<p>Analytical Skills</p>	<p>Ability to collect, monitor and analyse information and produce reports.</p> <p>Ability to undertake research and gather information to support decision-making.</p>	<p>Experience analysing data to support service improvement.</p>
<p>Personal Attributes</p>	<p>Friendly, approachable manner with a commitment to professional standards.</p> <p>Ability to build positive relationships with internal and external stakeholders.</p> <p>Ability to work independently and collaboratively as part of a team.</p> <p>Flexible and adaptable to changing priorities.</p> <p>Creative approach to problem solving and continuous improvement.</p> <p>A genuine interest in supporting young people with SEND.</p> <p>Commitment to equality, diversity and inclusion.</p>	
<p>Other Requirements</p>	<p>Willingness to work flexibly across College and Host Business sites.</p> <p>Ability to be flexible with given hours to meet Service delivery requirements.</p>	