

Job Description

Post:	Business Support Administrator
Salary/Grade:	Grade 4 Full Time (24 hours per week, Full Year)
Responsible to:	Business Support Manager

Main purpose of the post: To provide a comprehensive support service to staff, parents, students and visitors to the College, providing high quality administrative support to teaching staff and contributing to student support services. The role is essential in maintaining efficient communication, accurate record keeping and providing a welcoming environment.

Main duties:

1 Operational/Strategic Planning

- 1.1 Contribute to setting standards in the annual Self-Assessment report and action plan in line with the College's planning and quality assurance procedures.
- 1.2 Support the wider business support function with the delivery of high-quality administrative services, student and data support. This collaborative approach ensures consistency, efficiency and alignment with college objectives.
- 1.3 Contribute to college targets by supporting improvements in student attendance, retention and achievements. Promoting a positive and safe environment by monitoring and adhering to safeguarding policies.
- 1.4 Remaining vigilant and observant throughout the day, ensuring visitors follow the correct sign in procedures.
- 1.5 Encouraging students to wear their lanyards at all times, as part of our commitment to college safety.

2 Teaching/Training

3 Curriculum Provision and Development

4 Staffing

- 4.1 Work collaboratively as part of a team to share good practice.

- 4.2 Work flexibly providing cover for absent colleagues when required.
- 4.3 Participate in continual professional development and coaching and mentoring to enhance and share good practice.

5 Students

Safeguarding

- 5.1 Commit to safeguarding and protecting the welfare of children and young people by ensuring effective implementation of the safeguarding policy and Prevent Strategy.

Discipline

- 5.1 Take responsibility for promoting good standards of behaviour and conduct in students by implementing and reporting breaches of the Student Conduct policy.

Learner Involvement

- 5.2 Contribute to the development and implementation of the Learner Involvement Strategy in order to improve the quality of provision and to respond appropriately to learner needs.

6 Quality Assurance

- 6.1 Contribute to the Self-Assessment Report and Quality Improvement Plan within the Department.
- 6.2 Participate in the College's Performance Management Review system and have an annual review meeting with your line manager.
- 6.3 Keep a professional development file to record personal training and development.

7 Equality and Diversity

- 7.1 Create a purposeful, positive and supportive working environment, sensitive to equality and diversity.

8 Management Information and Administration

- 8.1 Provide a friendly and efficient administrative service to colleagues including, but not limited to, document and word processing, minute taking, booking of reception meeting rooms, and advising on administrative matters where necessary.
- 8.2 Accurately update management information systems where required ensuring that data quality standards are maintained.

9 Communications

- 9.1 Attend College events, briefings and meetings as part of the College's meeting schedule.

- 9.2 Use the College's systems, policies and procedures to communicate issues as necessary.
- 9.3 Provide a friendly and efficient reception service to students, parents, staff and visitors to the College, in accordance with approved procedures, to maintain security and protect health and safety.
- 9.4 Provide a friendly and efficient call handling service to students, parents, staff and visitors to the College, in accordance with approved procedures, to maintain service standards.
- 9.5 Advise on and assist with the production of cross college communications/bulletins.
- 9.6 Process incoming and outgoing post including the use of specialist equipment where appropriate.

10 Marketing and Liaison

- 10.1 Contribute to the marketing and promotion activities of the College and the Department.

11 Management of Resources

- 11.1 Advise on and maintain best value in the procurement of goods and services where necessary.
- 11.2 Monitor and maintain sufficient levels of physical resources to ensure service needs are met whilst reducing potential waste.

12 Other

- 12.1 Contribute to the college mission and ethos and support the aims and objectives of the College.
- 12.2 Follow and comply with the College's policies and procedures as outlined in the Staff Handbook and take responsibility for the duty of care in respect the levels of Health & Safety across the College.
- 12.3 Undertake appropriate training as required to further own development and keep up to date with the requirements of the business.
- 12.4 Undertake any other duties of an equal nature as assigned by the principal or her designated alternate.

Ashton Sixth Form College

Person Specification

Post:	Business Support Administrator
Salary spine:	Support Staff
Grade:	Grade 4
Hours of work:	24 hours per week, Full Year
Responsible to:	Business Support Manager

E: Essential	D: Desirable
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	E	D	Method of Assessment
Knowledge & Experience, Skills & Abilities			
<u>QUALIFICATIONS</u>			
1. At least 3 GCSEs (grades A-C) or equivalent including English and Maths.	✓		Application
2. NVQ Level 2/3 in Customer Service or Business Administration		✓	Application
3. Recognised IT qualification		✓	Application
<u>EXPERIENCE</u>			
4. Experience in general administration and clerical support	✓		Application/interview
5. Experience of working with the public.	✓		Application/interview
6. Switchboard/telephone experience.	✓		Task at interview
7. Experience in the use of ICT systems.	✓		Task at interview
<u>SKILLS/ABILITIES</u>			
8. Effective communication skills at both verbal and written levels.	✓		Interview
9. Effective and up to date IT skills	✓		
10. The ability to remain calm and good-humoured under pressure.	✓		Application/Interview
11. Excellent interpersonal skills and the ability to communicate clearly and effectively with others.	✓		Application/Interview
12. A willingness to play a full part within a small team.	✓		Application / interview
13. A willingness to learn new skills and undertake training as necessary.	✓		Application
14. The ability to take a pro-active approach including initiating work, taking lead responsibility, working autonomously where appropriate.	✓		Application/interview
15. Good time-keeping and attendance are essential.	✓		Application/interview
16. Flexible approach to working patterns.	✓		Application/interview

