# Title: Learning Support Administrator

## Department: Learning Support

**Reporting to:** Additional Learning Support Administrator

**Grade:** 3

**Salary:** £18,328 (pro rata £9,186.84 which includes holiday pay)

**Hours:** 22.5 hours a week – Term time only - 36 weeks

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| Purpose of Post To provide a professional, comprehensive and customer focused administrative support service to the Learning Support Department, with particular focus on adult programmes and exam access arrangements for students. |

# Main Duties

* To provide general administration support for Learning Support teams, including but not limited to answering phone calls, raising purchase orders, note taking of sensitive meetings, such as annual reviews
* To provide appropriate support and administration support to ALS Manager and Learning Support Coordinator in the preparation of documents that are required for assessment
* To prepare all resources for the Exams Assessor including booking college appointments and rooms and preparing and collating all documentation/evidence
* To maintain and update records on the Learning Support system and ensure information is shared appropriately
* To ensure that all appropriate documentation is received from staff across the college in a timely manner
* To respond to all general queries students, parents, schools, staff and external agencies about Learning Support and signposting them to the appropriate member of staff
* To assist the team and wide college community in administration tasks, this may include the apprenticeship team and pastoral teams
* To liaise with external organisations to develop and improve our services
* Maintain a good working knowledge of college systems and ensure accurate electronic records and hard copy files are maintained and updated. Ensuring all filing is kept up to date on a monthly basis and undertake regular auditing of personal files
* To ensure the confidentiality and integrity of all learner information, records, systems and procedures in accordance with the General Data Protection Regulations
* Adhere to College policies and procedures, including GDPR and Quality Assurance and ensure confidentiality and integrity of all HR information in accordance with the General Data Protection Regulations and other relevant legislation
* Understand personal responsibility to adhere to relevant college policies and procedures as they relate to safeguarding and implement these to ensure vigilance at all times
* Present the college in the best light at all times and ensure that all areas of personal activity comply with standards laid down by the college and relevant outside agencies
* Undertake professional development and training to contribute to individual and College development as agreed through the College Performance Appraisal Scheme process
* Carry out all duties with due regard to Health and Safety Regulations
* Ensure compliance with the Financial Regulations of the College
* Positively promote equality of opportunity for staff and students
* Carry out other duties as may reasonably be required from time to time

**NOTES:** This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be received at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct as of November 2022. It will be updated in consultation with the post holder as circumstances change. Person Specification: **Learning Support Administrator**

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|  | **Essential** | **Desirable** | **How Assessed** |
| **Education/ Qualification and Training** | | |  |
| Level 2 (GCSE or equivalent: A-C or 9-4 in English and Maths) | x |  | Application & Certificate |
| NVQ Level 3 business administration or similar | x |  | Application & Certificate |
| **Experience and Knowledge** | | |  |
| Experience of working in a busy administrative role | x |  | Application /Interview |
| Demonstrable experience of providing excellent customer service | x |  | Application /Interview |
| Experience of administering a database and an understanding of Data Protection principles | x |  | Application /Interview |
| Experience working within Further Education |  | x | Application /Interview |
| **Skills and Competencies** | | |  |
| Excellent interpersonal and communication skills, both verbal and written | x |  | Application /Interview |
| Experience of dealing with large volumes of data and spreadsheets’ | x |  | Application /Interview |
| Ability to work with people at all levels both inside and outside of the organisation | x |  | Application /Interview |
| Able to deal sensitively with people | x |  | Application /Interview |
| Ability to retain confidentiality | x |  | Application /Interview |
| Ability to provide a flexible and proactive approach and contribute to process improvement | x |  | Application /Interview |
| Ability to prioritise and organise workload and complete within timescales, sometimes under pressure | x |  | Application /Interview |
| Excellent IT skills (word processing, spreadsheets, email and internet) | x |  | Application /Interview |
| **Personal Attributes** | | |  |
| “Can do” proactive and positive approach. Responds to the needs of the customer | x |  | Interview |
| Professional and confident manner | x |  | Interview |
| A flexible and collaborative approach to work | x |  | Interview |
| Commitment to the College’s Strategy and Core Values | x |  | Interview |
| Passionate about educational achievement | x |  | Interview |
| Commitment to continuing personal professional development | x |  | Interview |
| Resilient and adaptable to change | x |  | Interview |