**JOB SPECIFICATION**



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| **MYERSCOUGH AND PROUD**  |
| At Myerscough College and University Centre we have a nationally and internationally recognised Further Education, Higher Education, Adult Education and Apprenticeship provision. The Further Education provision is well established, the Higher Education provision has a well-recognised partnership with UCLan and the apprenticeship provision is operational nationally. We offer a rewarding and enjoyable working environment, where colleagues are inspired to make a positive difference to the educational experience and employability of our students. We are one of the top five largest land-based and sports colleges in the UK. |

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| **JOB TITLE** | **AREA OF WORK** |
| Student Services Administrator  (0.5 FTE – 18.5 hours per week) | Corporate Services – Business Support |
| **SALARY** | **BENEFITS** |
| £21,012 - £23,317 per annum, pro rata relating to qualifications and experience | Local Government Pension Scheme26 days holiday rising to 31 days on 01/08/2023 plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** |
| Corporate Services Manager | None |
| **KEY TASKS AND RESPONSIBILITIES** |
| The information below is intended to provide an outline of the workload of the job and its role. The job description outlines the main duties in general terms only and is not intended to be prescriptive. The post holder will be expected to work in a flexible, proactive manner to carry out such duties as are necessary and to communicate effectively with work colleagues.Work independently as well as part of a team to provide a centralised student services administration service to support all aspects of the learner journey from induction to achievement.Lead on the provision of support through the Student Services hub, providing a one-stop-shop for students for all their cross-College support service needs.As part of the Business Support Team, be front-facing in the provision of cross-College student services support; co-ordinating own workload and working with colleagues to underpin the delivery of FE and HE curriculum, including active engagement in cross-College Corporate Services events. The post holder will work effectively as part of a team to provide a highly responsive and efficient service that meets the needs of the business. |
| **DUTIES** |
| Provision of a highly responsive student services administration service, under the direction of the Corporate Services Manager. |
| Work effectively as part of a team to provide a highly responsive, efficient service that is flexible in meeting the requirements of cross-College functions. |
| Develop and maintain good working relationships with customers in order that theBusiness Support team can continue to develop its range of services, proactively and flexibly meeting the needs of the business as the education landscape evolves. |
| Contribute to the development and implementation of systems and processes to support business objectives. |
| Demonstrate and promote the highest level of customer service to internal and external customers. |
| Provide Reception cover where required, acting as a first point of contact for customers and visitors to the College, providing a highly effective and responsive service to promote a professional image of the College. Effectively manage incoming calls to the College in an efficient and courteous manner, responding to enquiries and re-directing calls appropriately. |
| Support the delivery of a range of cross-College events, eg Enrolment and Student Induction. |
| Support the planning, organisation and be actively involved in the delivery of the College Graduation and Awards Ceremonies events. |

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| **DUTIES** |
| You will be a role model and promote the College values:   * **Learning -**Our delivery will be high quality and innovative with students at the heart of decision making.
* **People -**We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork.
* **Sustainability -**We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study.
* **FREDIE** - We will advance **FREDIE**:  Fairness, respect, equality, diversity, inclusion, engagement in all we do.
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| Promote College sustainability policies and strategies by personal commitment and leading by example and complying with all quality and environmental standards and expectations. This includes active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) and being vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos. |
| Actively participate in the Annual Review and Development process in line with individual needs and College strategic plan priorities. Agree objectives with the Line Manager and ensure they are achieved. |
| Be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults at all times in line with the College’s own Safeguarding Policy and practices. |
| Be thoroughly aware of College Health and Safety policies and procedures, attend mandatory health and safety training appropriate to the role and ensure the full implementation of College policies, procedures across all areas of responsibility. Ensure that employees within line management are also compliant with the policies, procedures and training requirements including reporting and recording all accidents and near misses.  |

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| **DUTIES** |
| Ensure full adherence to and implementation of the Data Protection Act 1998, the General Data Protection Regulations 25 May 2018 and the College Data Protection Policy and Procedure and ensure that employees within their responsibility. |
| Any other duties that may reasonably be required by Line Management and the Chief Executive & Principal. |
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**Location of work**

You may be required to work at or from any building, location or premises of Myerscough College, and any other establishment where Myerscough College conducts its business.

**Variation to this Job Description**

This is a description of the job as it is at present, and is current at the date of issue.  The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.  This process is conducted jointly with your Line Manager.  You are expected to participate fully in the review and, following discussion, to update your job description as is considered necessary or desirable.  It is our aim to reach agreement on reasonable changes.  However, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

**EMPLOYEE SPECIFICATION**

(PI) Post Interview

(A) Assessed via Application form ( I ) Assessed via Interview

(P) Assessed via Presentation in interview (T) Assessed via Test

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| **ESSENTIAL CRITERIA:** | **DESIRABLE CRITERIA:** |
| ***Personal Attributes*** |
| Presentable and professional appearance (I)Ability to work as part of a team (A/I)Ability to work to quality standards (A/I)Good command of the English language (A/I)Appropriate level of physical and mental fitness (PI) |  |
| ***Attainments*** |
| Level 2 English Language (or equivalent) (A)Experience of Microsoft Office 365 (A/I)Advanced Microsoft Word skills (A/I)Basic Microsoft Excel skills (A/I/T)Relevant/recent office experience (A) | Maths Level 2 (or equivalent) (A)Data entry experience (A)Relevant Business Administration (or equivalent) qualification (A) |
| ***General Intelligence*** |
| Ability to communicate at all levels (I)Methodical working practices (A/I) |  |
| ***Special Aptitudes*** |
| Effective time management (A/I/T)Accuracy (A/I/T)Attention to detail (A/I/T)Ability to multi-task (A/I/T)Ability to work to quality standards (A/I/T) |  |
| ***Interests*** |
| Interest in the work of students and ways in which College administration can improve the student experience (A/I) | Empathy with education (A/I) |
| ***Disposition*** |
| Excellent interpersonal skills (I)Good communication skills (I)Approachable (I)Person centred approach (I) |  |
| ***General*** |
| An understanding of “safeguarding” and its importance within the College \* (A/I)An understanding of health and safety requirements of a working environment (A/I)An understanding of Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) issues within an educational context (A/I) |  |
| ***Circumstances*** |
| Willing to apply for Disclosure & Barring Service clearance at Enhanced level (important – further information below). (A/I)Ability and willingness to work flexibly (I)Possess a current driving licence or willing to travel as required by other means (A/I) |  |

\*Interviews will explore issues relating to safeguarding and promoting the welfare of children, including motivation to work with and ability to form and maintain appropriate relationships and personal boundaries with children and young people together with emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.

**TERMS AND CONDITIONS**

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| **SALARY** | HOURS OF WORK |
| £21,012 - £23,317 per annum, relating to qualifications and experience | 18.5 hours per week |
| ANNUAL LEAVE ENTITLEMENT | PENSION |
| 26 days holiday, rising to 31 days on 01/08/2023 plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal | Local Government Pension Scheme Employee Contribution Rate (as at 1 April 2023)(based on actual NOT FTE) Contribution rate %  Up to £16,500 5.5%£16,501 to £25,900 5.8%£25,901 to £42,100 6.5%£42,101 to £53,300 6.8%£53,301 to £74,700 8.5%£74,701 to £105,900 9.9%£105,901 to £124,800 10.5%£124,801 to £187,200 11.4%£187,201 or more 12.5%19.5% EmployerYou will automatically become a member of the LGPS |
| PROBATIONARY PERIOD | DRESS CODE |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance |
| REFERENCES / MEDICAL CLEARANCE / DISCLOSURE |
| The appointment is subject to the receipt of satisfactory references, medical clearance and Disclosure & Barring Service check/ISA (if applicable). Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay SchemeShould your application be successful you will be sent further details via email from eSafeguarding. They are the Registered Umbrella Body we have chosen to complete the Disclosure and Barring Service (DBS) process on your behalf.Please note that all new employees of the College will be required to pay for their DBS check via eSafeguarding at the time of application (at present £38.00 for an enhanced level check). |

**DBS UPDATE SERVICE**

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| The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. |
| BENEFITS TO YOU | **HOW TO REGISTER** |
| * Saves you time and money
* One DBS certificate may be all you will ever need
* Take your DBS certificate from role to role within the same workforce
* You are in control of your DBS certificate
* Get ahead of the rest and apply for jobs DBS pre checked
 | You can [register online](https://secure.crbonline.gov.uk/crsc/subscriber) as soon as you have your application reference number. You can ask for the number when you apply for your DBS check.Or you can wait and [register](https://secure.crbonline.gov.uk/crsc/subscriber) with your certificate number when you receive your DBS certificate. **If so, you must do so within 30 days of the certificate being issued.**To check the progress of your DBS certificate use the [DBS tracking service.](https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)**Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only).**You’ll get an ID number with your registration that you need to log on to the service. Make sure you write it down.  |
| WHAT YOU GET |
| When you join, you’ll get an online account that lets you:* Take your certificate from one job to the next
* Give employers permission to check your certificate online, and see who has checked it
* Add or remove a certificate
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